

Adelaide - Primary Mental Health Care 2021/22 - 2024/25 Activity Work Plan



MH - 1000 - MH1. Commission low intensity mental health services, as a prevention approach for the 'well population'



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

1000

Activity Title *

MH1. Commission low intensity mental health services, as a prevention approach for the 'well population'

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 1: Low intensity mental health services

Other Program Key Priority Area Description**Aim of Activity ***

In 2022-23 Adelaide PHN will be recommissioning its primary mental health care services, through a combination of an open tender process and direct approaches where appropriate. With commissioning originally scheduled to occur in 2021-22 and services to commence 1 July 2022, this was delayed to allow adequate time for;

- Consideration of potential future complementary mental health initiatives that may be established by other public or private organisations
- Interested potential applicants to consider their approach and involvement in the recommissioning of these services
- Potential consortium and partnerships to be explored between interested applicants
- Inclusion of greenfield site locations to be established prior to the commencement date

Accordingly, most existing providers have been given a 12 month contract extension for 2022-23 while commissioning (including for the Head to Health Hub) occurs. This means that the following activities from previous years will continue to occur in 2022-23.

This activity aims to enhance and promote a) pathways to low intensity mental health services, b) processes between low intensity mental health services and other mental health services within the stepped-care continuum of primary mental health services to facilitate improved service and clinical integration, and c) the availability and where appropriate, utilisation of established online e-therapy (e.g. Head to Health) and telephone based mental health intervention services, d) increase access to a range of LI interventions through direct commissioning

Description of Activity *

This activity focuses on early intervention and prevention by providing access to information, advice, evidence-based materials, self-help resources and self-management interventions. A key focus for 2022-23 will include the strengths and opportunities identified in the recommissioning consultation with key stakeholders in 2021 (See consultation below) .Funding will be provided to existing and modified projects [listed below] for clients 'at risk' or with mild to moderate mental health conditions, with a particular focus on underserved populations/hard to reach groups. Commissioned service providers will be required to provide early detection and intervention services; initiate escalation protocols where required; and utilise a variety of evidence-based low intensity mental health approaches and strategies, including:

- Child-friendly, low intensity online services and support for children (aged 0-12 years) and their families, at risk of, or experiencing mental, emotional and /or behavioural conditions and their parents/caregivers. The services provided will help to build positive mental health skills and strategies and develop service linkages, networks and service delivery partnerships to support holistic integrated treatment and management of the child's mental health and related care needs across the care continuum. This will be provided through specialised online resources, including a range of videos and resources and online help from suitably qualified personnel. Online services are available across the Adelaide PHN region, 24/7 every day of the year.
- Provision of low intensity mental health services (individual, group and family) and promote the availability and where appropriate, utilisation of established Commonwealth funded online and telephone based mental health intervention services. This activity can be for children, young people and adults at (i) risk of, or experiencing mild mental health conditions, with (ii) moderate mental health conditions with a particular focus on populations/hard to reach groups referred from sources other than General Practice. This activity seeks to improve access, coordination and integration of primary mental health care services for young people and adults. Increase the health literacy of young people and adults, improve the management of mental health related symptoms, provide an avenue for early intervention to decrease the impact of poor mental health on ability to function, community awareness and understanding of mental health conditions and the promotion of health seeking behaviour. The activity will also increase the confidence and capability of the workforce to deliver comprehensive mental health care services. Low intensity individual and group interventions will be commissioned through established providers of psychological therapies within an integrated, stepped care environment. Psycho-educational and skill-based groups whilst waiting and/or as an alternative to psychological therapies. The services will be available to all persons in Adelaide PHN metropolitan catchment within a stepped cared continuum and focussed in areas of most need; metropolitan Northern, Western and Southern regions.
- A peer support program for individuals (aged 12 and over) who identify as (i) Gender diverse, or (ii) Transgender and (ii) are at risk of, or experiencing mild to moderate mental health conditions. The peer support program is for people who are questioning their gender, or who identify as Transgender or Gender Diverse, as well as their families, friends and other support people. Providing short term, goal orientated support that is peer driven and individually focused. The activity will deliver gender sensitive, affirming and safe peer support, mentoring services and early detection and intervention services. This service is available to all persons in the metropolitan area of Adelaide.
- This activity promotes the availability and where appropriate, utilisation of established Commonwealth funded online (e.g. Head to Health) and telephone based mental health intervention services for people at risk of mental health conditions. This activity focuses on health promotion and prevention by providing access to information, advice and self-help resources. The Adelaide PHN will a) broadly disseminate information and advice on established services through appropriate networks, promotional material, General Practice and commissioned providers, b) target promotion of established services to populations and/or areas of need, c) directly link community members with head to health resources through its internal Central Referral Unit.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
Children at risk of, or experiencing mild to moderate mental health conditions and their families/carers have access to appropriate primary mental health services	75
LGBTIQA+ communities can access safe, inclusive and appropriate primary mental health care services	75
People from underserved and hard to reach populations experiencing mental health conditions have access to timely, appropriate and integrated primary mental health services	75
People at risk of, or experiencing mild to moderate mental health conditions can access primary mental health services through a range of modalities	75
Ensure visibility of Adelaide PHN commissioned services and eligibility criteria to GPs, state, community services and to underserved groups to enhance access	76



Activity Demographics

Target Population Cohort

Entire Adelaide PHN region with focus in areas of highest identified geographic need. Children, young people and adults with mental health issues, with focus on:

- children aged 0-12 years at risk or, or experiencing mental, emotional and /or behavioural conditions and their parents/caregivers
- young people at risk of, or experiencing mild to moderate mental health concerns
- adults at risk of, or experiencing mild to moderate mental health concerns
- young people (aged 12 and over) who identify as Gender Diverse or Transgender
- adults who identify as Gender diverse or Transgender

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

SA3 Name	SA3 Code
Campbelltown (SA)	40104
Holdfast Bay	40301
Norwood - Payneham - St Peters	40105
Tea Tree Gully	40205
Mitcham	40303
Burnside	40103
Marion	40302
Charles Sturt	40401
Prospect - Walkerville	40106
Onkaparinga	40304
Unley	40107
Salisbury	40204
West Torrens	40403
Port Adelaide - West	40402
Adelaide City	40101
Port Adelaide - East	40203
Playford	40202



Activity Consultation and Collaboration

Consultation

In October and November 2021 Adelaide PHN conducted extensive consultations with key stakeholders regarding the redesign of Primary Mental Health Care Services (PMHCS) for 2022-2025.

The consultations engaged over 100 stakeholders from diverse groups, including people with lived experience of mental illness, GPs, mental health clinicians, and representatives from Adelaide PHN primary mental health care CSPs, mental health peak body organisations, LHNs, and the SA Government. Stakeholders provided feedback in relation to existing Adelaide PHN commissioned primary mental health care services, with a focus on identifying key strengths, concerns, and solutions to concerns.

A key strength of low intensity services raised by stakeholders was the fact that delivery is flexible, with options including online, telehealth and group-based therapy.

Several stakeholders noted that there is a perception among some consumers and GPs that low intensity programs are less effective or less valuable compared with psychological therapies. Stakeholders also emphasised that there is a low awareness among GPs about the available programs.

The above strengths and opportunities will be focussed on in 2022-23.

Collaboration

The following collaborations address these activities:

- APHN continues to work with its commissioned service providers to implement low intensity service options and pathways. This includes ensuring brief interventions are incorporated into service models and the right service mix of low intensity vs

psychological therapies is achieved through monitoring service activity data as well as PREMs and PROMS.

- APHN Central Referral Unit and in the Head to Health Assessment and Referral Phone Service provides the initial triage and or initially assessment, and where appropriate or as indicated by the IAR- DST refers to low intensity services first as a way of ensuring right time, right place, right provider.
- APHN is actively promoting Head to Health and other federally funded phone and web based low intensity services as an alternative or complementary service to that being delivered in the PMHCS.
- General Practice are being supported through education on the appropriate use of low intensity options and how to access services.
- Private providers are providing step up access to psychological therapies for clients, where required
- Commissioned service providers deliver education sessions to primary care workers to increase their understanding of low intensity services and appropriate referrals.
- Commissioned services provider engaged with the APHN to address the issue of poorly understood service offering and has increased resources to this provider as well as authorised training in the Low Intensity Cognitive Behaviour Therapy program provided by Flinders University.



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2023

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2023

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH - 2000 - MH2. Commission mental health service for children and young people, with or at risk of, mild to moderate conditions



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

2000

Activity Title *

MH2. Commission mental health service for children and young people, with or at risk of, mild to moderate conditions

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 2: Child and youth mental health services

Other Program Key Priority Area Description**Aim of Activity ***

Provide an integrated, enhanced primary care platform with services and supports for young people across four core streams: mental health; primary health, including sexual health; drug and alcohol; and education and vocational. Deliver services and supports in an accessible, youth-friendly manner across a stepped care continuum, with suitable linkages and partnerships in place to ensure young people receive holistic, coordinated and tailored care to meet their individual needs.

Description of Activity *

A mix of services and supports (in line with headspace Model Integrity Framework) including but not limited to:

- youth-friendly (i) primary mental health early detection and intervention; (ii) psychological therapy services and supports (individual, group and family); (iii) coordination of referral pathways to mental health, primary and allied health and social service providers to support the delivery of integrated care and services; (iv) formalised partnerships and linkages, including co-located service provision arrangements between mental health, primary and allied health and social service providers, to facilitate the delivery of seamless, integrated care and supports; (v) workforce development activity to build the skills and confidence of GPs and other key providers of care and support in the community to support the provision of effective and appropriate mental health services for young people; (vi) mental health promotion, prevention and literacy services, including school-based education and

awareness raising activity; community development and awareness raising to promote greater understanding of youth mental health and mental illness to reduce stigma and encourage young people, their families, carers and friends to seek help for mental health issues; and (vii) formalised participation of young people in the design, delivery and evaluation of services and supports. Services and supports are for young people aged 12-25years with or at risk of experiencing mild to moderate mental health conditions and other common co-occurring difficulties such as physical health, sexual health and/or alcohol and other drugs conditions. The objectives of headspace centres are to improve the mental health experiences and outcomes for young people aged 12-25years. There are now five headspace Centres currently operating in the Adelaide metropolitan region; headspace Centre Adelaide; headspace Centre Edinburgh North; headspace Centre Port Adelaide, headspace Centre Onkaparinga; and headspace Centre Marion which opened on 1 Feb 2021. Services are available for young people as they present without regard to any geographic catchment area criteria.

- Provision of peer support services to (i) enhance the capacity and capability of headspace centres to better deliver culturally appropriate, responsive, sensitive and safe services for young Aboriginal and Torres Strait Islander people within the Adelaide metropolitan region, and (ii) a safe workplace for Aboriginal and Torres Strait Islander staff. The services will support young Aboriginal and Torres Strait Islander people at risk of, or experiencing, mental health conditions. This service is both complementary to, and intrinsically connected with, the Adelaide metropolitan region PHN commissioned headspace centres.
- Workforce development strategies will be implemented at all 5 headspace Centres during 22-23, focusing on engaging and supporting allied health students and graduates in order to grow the emerging youth mental health workforce. Additional demand management strategies may be implemented depending on the outcome of pending headspace National grant opportunities.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
Aboriginal and Torres Strait Islander people can access timely, culturally safe and appropriate primary mental health care services	75
Children at risk of, or experiencing mild to moderate mental health conditions and their families/carers have access to appropriate primary mental health services	75
People at risk of, or experiencing mild to moderate mental health conditions can access primary mental health services through a range of modalities	75
People experiencing mental health conditions are supported by a workforce with the skill mix that meets a diverse range of needs	76
Integration between primary mental health services and alcohol and other drug treatment services to improve continuity of care and outcomes	76



Activity Demographics

Target Population Cohort

These activities will target children, young people and families throughout the Adelaide PHN region, with a focus on area of

greatest need, with a focus on:

- young people aged 12 - 25 years with or at risk of experiencing mild to moderate mental health conditions
- young people aged 12 - 25 years with common occurring difficulties such as physical health, sexual health or AOD conditions
- young people aged 12-25 years with educational and vocational needs

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- Commissioned headspace services all have formalised youth reference groups and youth engagement and participation activities incorporated as part of their service delivery models to ensure a diversity of youth voices contribute to and inform the provision of youth friendly and appropriate services. Adelaide PHN works closely with commissioned providers to obtain information and insight into youth specific needs. In addition, Adelaide PHN maintains a Child and Youth priority area within the Health Priority Network which informs Adelaide PHN's strategic planning, design and commissioning of child and youth friendly services.
- Consultation with headspace services (lead agencies Sonder and Centacare) to identify innovative ideas, initiatives and activities to improve Centre wait times and demand management – to inform APHN application for Commonwealth grant opportunity.

Collaboration

- The Regional Mental Health and Suicide Prevention Plan Steering Committee with representation from all Local Health Networks (LHNs), SA Health (Office for the Chief Psychiatrist) and the SA Mental Health Commission provide strategic direction, priorities and actions.
- Metropolitan LHNs and the Women's and Children's (CAMHS) continue to work closely with Adelaide PHN to improve child and youth pathways and service models in metropolitan Adelaide
- Adelaide PHN hosts quarterly Community of Practice meetings with all commissioned youth mental health service providers on relevant topics.
- headspace National Office provide complementary services to services offered by the headspace centres (eg eheadspace) at times having shared clients, additionally providing supports to commissioned Centres regarding best practice, model fidelity and branding requirements.
- Orygen provide capacity building, training and workforce development to staff of commissioned services via the Implementation Labs.



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2025

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2025

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

- Not Yet Known:** No
- Continuing Service Provider / Contract Extension:** Yes
- Direct Engagement:** No
- Open Tender:** Yes
- Expression Of Interest (EOI):** No
- Other Approach (please provide details):** No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

na

Co-design or co-commissioning comments

na

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

No



MH - 4000 - MH4. Commission and enhance headspace Youth Early Psychosis Program (hYEPP) services



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

4000

Activity Title *

MH4. Commission and enhance headspace Youth Early Psychosis Program (hYEPP) services

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 2: Child and youth mental health services

Other Program Key Priority Area Description**Aim of Activity ***

This activity aims to ensure timely access to Primary Mental Health Care Services headspace Youth Early Psychosis Program (hYEPP) to provide early intervention and recovery focused specialist treatment and care for young people aged 12-25 years who are at Ultra High Risk (UHR) of, or experiencing, a first episode of psychosis.

Description of Activity *

The services will support early detection of young people at UHR of, or experiencing first episode psychosis, including:

- (a) coordinated, integrated early intervention, specialist treatment and psychosocial recovery services and supports, (b) accessible, youth-friendly services across a stepped care continuum, with suitable linkages and partnerships in place to ensure young people receive holistic, coordinated and tailored care to meet their individual needs, (c) complementary services to the headspace Centre primary platform. (d) targeted for young people presenting with predictive criteria whereby the individual has an increased chance of developing a psychotic illness, or (e) are experiencing a first episode psychosis, (f) increase early detection of, and associated reduction in the duration of, untreated psychosis resulting in better health and wellbeing outcomes for young people their carers / families. (g) acute/crisis services and/or address significant mental health service engagement issues or access barriers experienced by the young person. (h) specialised model of care addressing early intervention in psychosis using an assertive care management approach and functional recovery focus
- The hYEPP has its main office within the Adelaide CBD which is close to 2 major hospitals including the WCH and the RAH. hYEPP is an assertive outreach model and services are provided to young people and their families where they need it including in the

home. Additionally, arrangements and provisions are in place for services to be provided within all (or in close proximity to) the primary platform headspace centres ensuring services are available in the right place for the young people.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
People from underserved and hard to reach populations experiencing mental health conditions have access to timely, appropriate and integrated primary mental health services	75
People experiencing severe mental health conditions have access to appropriate supports, services and coordinated care	75
Enhance service and clinical integration between mental health care providers, and with State services	75



Activity Demographics

Target Population Cohort

Young people aged between 12-25 years with, or at risk of, a first episode psychosis

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- The hYEPP commissioned provider has a formalised youth reference group and youth engagement and participation activities incorporated as part of the service delivery model to ensure a diversity of youth voices contribute to and inform the provision of youth friendly and appropriate services.
- Adelaide PHN works closely with its commissioned provider to obtain information and insight into youth specific needs, this occurs through capacity building meetings, reporting and integration activities. In addition, Adelaide PHN maintains a Child and Youth priority area within the Health Priority Network which informs Adelaide PHN's strategic planning, design and commissioning of child and youth friendly services.
- Adelaide PHN consults regularly with Orygen and headspace National regarding model and branding requirements as well as for resources, workforce capacity building and networking opportunities.

Collaboration

- The Adelaide PHN will continue to collaborate closely with State-funded mental health services (specifically the Child and Adolescent Mental Health Services, State-based acute and community health mental services and youth specific services), as well as the hYEPP's lead agency across the region to minimise duplication and ensure the seamless and appropriate support and continuity of care for young people.
- Orygen work closely with the commissioned service provider of the hYEPP and the Adelaide PHN to ensure services are delivered aligned with the EPICC model.
- General Practitioner and private providers provide MBS services to clients of the hYEPP ensure a whole of person treatment is provided to increase the management of general health and metabolic issues.
- National Evaluation for hYEPP has been undertaken by EY (consultants) and a number of other partners.



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2025

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2025

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

na

Co-design or co-commissioning comments

na

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

No



MH - 6000 - MH6. Commission psychological therapy services in areas of need and for vulnerable population groups



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

6000

Activity Title *

MH6. Commission psychological therapy services in areas of need and for vulnerable population groups

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 3: Psychological therapies for rural and remote, under-serviced and / or hard to reach groups

Other Program Key Priority Area Description

Aim of Activity *

This activity will commission psychological therapeutic services, targeted to under-serviced/hard to reach populations and in areas of high need (as identified in the needs assessment) and supports for children, young people and adults, their families/carers at risk of, or experiencing mental health conditions across the severity spectrum: mild, moderate and severe.

Description of Activity *

In 2022-23 Adelaide PHN will be recommissioning its primary mental health care services, through a combination of an open tender process and direct approaches where appropriate. With commissioning originally scheduled to occur in 2021-22 and services to commence 1 July 2022, this was delayed to allow adequate time for;

- Consideration of potential future complementary mental health initiatives that may be established by other public or private organisations
- Interested potential applicants to consider their approach and involvement in the recommissioning of these services
- Potential consortium and partnerships to be explored between interested applicants
- Inclusion of greenfield site locations to be established prior to the commencement date

Accordingly, most existing providers have been given a 12 month contract extension for 2022-23 while commissioning (including for the Head to Health Hub) occurs. This means that the following activities from previous years will continue to occur in 2022-23.

Commissioned providers will a) target population groups with high prevalence of mental health/behavioural issues and psychological distress in identified areas across the region, b) provide therapeutic psychological services to people who are not able to access Medicare funded psychological therapeutic services, c) ensure psychological therapeutic services are targeted and appropriate for Aboriginal and Torres Strait Islander people (including through ACCHO and mainstream providers of commissioned psychological services), and d) psychological therapeutic services are provided to people at risk of self-harm and/or suicide. In addition, the Adelaide PHN will ensure there is no cost to individuals accessing services. The Adelaide PHN will continue to fund existing commissioned service providers to deliver psychological therapies in under-served and/or hard to reach populations, maintaining seamless access to services and continuity of care including by permitting telehealth and online options as appropriate and requested. Continuing activities outlined in previous mental health Activity Work Plans, funding will be provided to existing and modified projects [listed below] for:

- Provision of services targeting particular population groups and/or specific geographic areas according to need. This activity will be delivered in parallel and complement other approaches to treatment within a stepped-care model, depending on the complexity and severity of the individual's presentation. The type and number of services are determined by the health professional and GP in consultation with the individual and based on need, severity of illness and treatment evidence base. This includes the provisions of culturally appropriate psychological therapies and Narrative therapy for child, young people, adults and families for the Aboriginal and Torres Strait Islander population who have access to commissioned services through the ACCHO aligned with the moderate step of care.
- Provision of (i) psychological therapies (individual and group) and supports for children aged 4 - 12 years at risk of or experiencing mental, emotional and/or behavioural conditions, (ii) family groups for children aged 7-12 years experiencing externalising symptoms of anxiety; and (iii) school-based parent groups addressing behaviour management and attachment issues relating to children. This activity will address improved mental health and wellbeing outcomes, and improved confidence and capacity in managing challenging behaviour, for parents/carers; improved access; improved mental health literacy and increased community awareness and understanding of child mental health conditions.;. Structured psychological therapies will be accessible on referral (including direct parental referral) and for those experiencing significant barriers to accessing treatment services due to financial hardship.
- Provision of primary mental health care services, psychological therapies and supports for young people (aged 12 and over) and adults who identify as (i) Gender diverse, or (ii) Transgender and (ii) are at risk of, or experiencing mild to moderate mental health conditions. Improve mental health experiences and outcomes for young people and adults who are Transgender or Gender Diverse at risk of, or experiencing mild to moderate mental health conditions through the provision of gender sensitive, affirming and safe primary mental health care services and supports, including (a) early detection and intervention services, and (b) psychological therapies; escalation and de-escalation care coordination and referral services to support seamless transition of care responsive to change in individual need; service linkages, networks and formal service delivery partnerships to support holistic, integrated treatment and management of health and related care needs across the care continuum; mental health literacy services and supports.. Access to services is available across the Adelaide PHN metropolitan catchment area. Adelaide PHN intends to augment commissioned service providers capacity to deliver psychological therapies by engaging a panel of private providers. It is hoped that this additional workforce will be able to be used flexibly to reduce wait times during high demand periods.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
Aboriginal and Torres Strait Islander people can access timely, culturally safe and appropriate primary mental health care services	75
Children at risk of, or experiencing mild to moderate mental health conditions and their families/carers have access to appropriate primary mental health services	75
LGBTIQ+ communities can access safe, inclusive	75

and appropriate primary mental health care services	
People from underserved and hard to reach populations experiencing mental health conditions have access to timely, appropriate and integrated primary mental health services	75



Activity Demographics

Target Population Cohort

These activities will target children, young people, adults and families/carers throughout the Adelaide PHN region, with a focus on area of greatest need, including (but not limited to):

- people on a low income
- children under 12
- Culturally and Linguistically Diverse people
- Aboriginal and Torres Strait Islander peoples
- Lesbian, Gay, Bisexual, Transgender, Queer and Intersex (LGBTQI)
- older people
- socially isolated new and emerging populations
- perinatal women
- people with comorbid presentations
- individuals who are at risk of suicide or self-harm
- people with intellectual disability and co-occurring mental illness, for whom there are barriers to receiving appropriate mental health and treatment

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

In October and November 2021 Adelaide PHN conducted extensive consultations with key stakeholders regarding the redesign of Primary Mental Health Care Services (PMHCS) for 2022-2025.

The consultations engaged over 100 stakeholders from diverse groups, including people with lived experience of mental illness, GPs, mental health clinicians, and representatives from Adelaide PHN primary mental health care CSPs, mental health peak body organisations, LHNs, and the SA Government. Stakeholders provided feedback in relation to existing Adelaide PHN commissioned primary mental health care services, with a focus on identifying key strengths, concerns, and solutions to concerns.

A key strength of psychological therapy services raised by stakeholders was the range of mediums (i.e. face-to-face, telehealth, online), the longer duration of support offered to consumers and the stepped service delivery.

Concerns included protracted wait times, lack of psychologists and the increasing complexity and severity of presentations

The above strengths and concerns have been included in the activities above.

Collaboration

- Adelaide PHN plans to support & collaborate with commissioned PMHCS to develop a consistent approach to the management of waiting lists and waiting times
- Adelaide PHN conducted an Expression of Interest in late 2021 for private providers and will work with the 80 responders to determine the best commissioning and engagement approach in 22-23.
- A program of Collaborative Practice Workshops designed to address common service delivery issues for commissioned service providers has been developed based on needs identified through working closely with commissioned services providers. The program is developed at annual planning days. Examples of current topics include:
 - o Shared Working Principles
 - o Suicide Prevention Services - Case Studies and Integrated Practice
 - o Wait List Management (including wait list tool development)
 - o Critical Incidents
 - o LGBTIQ Inclusive Practice
 - o Emerging Minds Tools and Resources
 - o Vulnerable Groups
 - o NDIS and your clients



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2023

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2023

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: Yes
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

na

Co-design or co-commissioning comments

na

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH - 7000 - MH7. Commission evidence-based, integrated care for people with severe and complex MH illness.



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

7000

Activity Title *

MH7. Commission evidence-based, integrated care for people with severe and complex MH illness.

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 4: Mental health services for people with severe and complex mental illness including care packages

Other Program Key Priority Area Description**Aim of Activity ***

The aim of this activity is to improve mental health experiences and outcomes for people with severe and complex mental health conditions and their families and carers through the provision of wrap-around coordinated care, and enhanced service and clinical integration.

Description of Activity *

In 2022-23 Adelaide PHN will be recommissioning its primary mental health care services, through a combination of an open tender process and direct approaches where appropriate. With commissioning originally scheduled to occur in 2021-22 and services to commence 1 July 2022, this was delayed to allow adequate time for;

- Consideration of potential future complementary mental health initiatives that may be established by other public or private organisations
- Interested potential applicants to consider their approach and involvement in the recommissioning of these services
- Potential consortium and partnerships to be explored between interested applicants
- Inclusion of greenfield site locations to be established prior to the commencement date

Accordingly, most existing providers have been given a 12 month contract extension for 2022-23 while commissioning (including for the Head to Health Hub) occurs. This means that the following activities from previous years will continue to occur in 2022-23.

The Adelaide PHN will continue to focus on enhancing the capacity and capability of the primary mental health care service system

to improve client and treatment outcomes, and client experience by a) commissioning comprehensive severe and complex mental health services incorporating clinical care coordination and b) developing linkages with and between relevant non-clinical services. The Adelaide PHN will facilitate the use and integration of existing service infrastructure and workforce/provider mix in commissioning these services. The Adelaide PHN will continue to fund existing commissioned service providers to deliver services for people with severe and/or complex mental health conditions, maintaining seamless access to services and continuity of care, sector efficiency and improve care coordination at a local level, including:

- Provision of primary mental health care services for people from culturally and linguistically diverse backgrounds experiencing chronic and complex mental health conditions (severe step of care) within the Adelaide metropolitan region. Commissioned to improve access to, integration and clinical care coordination of mental health care and related services, thereby improving mental health and wellbeing experiences and outcomes for people from culturally and linguistically diverse backgrounds. Further the development/coordination of person-centred treatment and recovery oriented plans, including augmentation of treatment for co-occurring conditions; escalation and de-escalation clinical care coordination and 'warm' referral services to support seamless transition of care responsive to change in individual need; service linkages, networks and formal service delivery partnerships to support holistic, integrated treatment and management of mental health and related care needs across the care continuum; and mental health literacy services and supports for people from culturally and linguistically diverse backgrounds experiencing chronic and complex mental health conditions, and their families/carers. Ensuring that services are delivered to persons in the Adelaide metropolitan regions within a culturally and linguistically appropriate framework that facilitates both access to culturally sensitive and safe services and supports, and translation and interpretation services as required to meet individual needs.
- Provision of primary mental health care services and supports for people who are homeless/at risk of homelessness and experiencing chronic and complex mental health conditions, including; psychological therapies and clinical care coordination for people who are homeless/at risk of homelessness and experiencing chronic and complex mental health conditions in the Adelaide metropolitan regions. Services will include comprehensive mental health assessment, psychological therapies and clinical care coordination facilitation and integration of mental health treatment, crisis and re-engagement care and support, physical health care and multi-morbidity care referral and engagement with other health and non health related service providers at primary, secondary and acute levels that are integral to an individual's recovery-oriented care and outcomes.
- Structured group based therapeutic services for persons in vulnerable groups with severe and complex mental health presentation and/or history of trauma or abuse, body dysmorphic disorder and borderline personality disorder. Group programs supplement individual support and educate group members regarding a range of new skills including; new ways of handling distressing thoughts and feelings related to trauma (CPT); improve emotional regulation, interpersonal effectiveness and parenting skills (Mother Infant Dialectical Behaviour Therapy. The groups are held across the city, southern and northern locations. Delivery of groups is provided by commissioned providers in partnership with health and education services.
- Telephone-based mental health clinical care coordination and advocacy for women and their families in the perinatal period at risk of, or experiencing moderate to severe mental health conditions and their families. This service contributes to improving mental health and wellbeing outcomes as well as improved coordination of care with other health professionals. The perinatal period for the purpose of this service commences from pregnancy until the child is 2 years old. Project services and supports are made available via telephone and provided by perinatal mental health clinicians and clinical care coordinators. Referral, engagement and partnerships with other health and non-health related service providers at primary, secondary and acute levels that are integral to an individual's recovery-oriented care and outcomes and to facilitate access to project services and supports.
- Commissioned services will a) provide comprehensive severe and complex mental health services incorporating psychological therapies, clinical care coordination, complementing and enhancing existing GP, Psychiatrist and allied mental health services, and b) develop linkages with and between relevant clinical and non-clinical services. This may target specific hard to reach groups including Aboriginal and Torres Strait Islander populations. The Adelaide PHN will facilitate the use and integration of existing service infrastructure and workforce/provider mix in commissioning these services. The Adelaide PHN will continue to fund existing commissioned service providers to deliver services for people with severe and/or complex mental health conditions, maintaining seamless access to services and continuity of care.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
People from underserved and hard to reach populations experiencing mental health conditions have access to timely, appropriate and integrated primary mental health services	75
People experiencing severe mental health conditions have access to appropriate supports, services and coordinated care	75
Enhance service and clinical integration between mental health care providers, and with State services	75
Integration between primary mental health services and alcohol and other drug treatment services to improve continuity of care and outcomes	76



Activity Demographics

Target Population Cohort

These activities will target young people, adults and families/carers throughout the Adelaide PHN region, with a focus on area of greatest need, including (but not limited to):

- women living with borderline personality disorder in the perinatal period
- adult (female & male) survivors of sexual abuse
- domestic violence survivors
- survivors of crime, physical or criminal assault
- survivors of war trauma, torture, natural disasters and cults
- survivors of accidents and motor vehicle accidents
- people from culturally and linguistically diverse backgrounds experiencing chronic and complex mental health conditions
- people who are homeless/at risk of homelessness
- Aboriginal and Torres Strait Islander young people (aged 12-25 years) and adults at risk of, or experiencing moderate, severe and/or complex mental health conditions

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

In October and November 2021 Adelaide PHN conducted extensive consultations with key stakeholders regarding the redesign of Primary Mental Health Care Services (PMHCS) for 2022-2025.

The consultations engaged over 100 stakeholders from diverse groups, including people with lived experience of mental illness, GPs, mental health clinicians, and representatives from Adelaide PHN primary mental health care CSPs, mental health peak body organisations, LHNs, and the SA Government. Stakeholders provided feedback in relation to existing Adelaide PHN commissioned primary mental health care services, with a focus on identifying key strengths, concerns, and solutions to concerns.

A key strength of integrated care services for people with chronic and complex mental health conditions raised by stakeholders was the range of wrap-around programs and services tailored to a consumer's individual needs, clinical care coordination/shared care, screening and assessment and consistency in clinician.

Opportunities for improvement raised included access to psychiatric assessment and advice, long wait times, barriers to access for consumers with complex needs and/or experiencing crisis and the lacking collaboration between GPs and hospitals. The above strengths and opportunities will be considered as part of the redesign and commissioning of new services beyond 2022-23.

Collaboration

- Collaboration between Helen Mayo House (WCHN), DHS, DFE, service providers (Sonder and LtW) and the Adelaide PHN with the aim of continuing to deliver regional access to MiDBT groups in primary care for mothers with personality disorders.
- Collaboration as part of the regional mental health and suicide prevention plan between the Central LHN and Northern LHN and PHN funded Clinical Care Coordinators in commissioned services to deliver packages of care (based on the evidence provided in the NMHSPF).



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2023

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2023

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: Yes
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

Yes

Decommissioning

No

Decommissioning details?

N/A

Co-design or co-commissioning comments

N/A

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH - 8000 - MH8. Support region specific, cross-sectoral suicide prevention services for people who are at risk



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

8000

Activity Title *

MH8. Support region specific, cross-sectoral suicide prevention services for people who are at risk

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 5: Community based suicide prevention activities

Other Program Key Priority Area Description**Aim of Activity ***

This activity aims to deliver both non clinical and clinical therapeutic suicide prevention interventions and to formalise arrangements between State-funded mental health services and primary mental health services concerning the care pathways, clinical responsibility and follow-up support for people who are at risk of suicide and/or who have recently attempted suicide. In addition, this activity aims to support commissioned service providers and other identified organisations/individuals with training and education regarding suicide prevention and post-vention. The Adelaide PHN will work with commissioned providers to establish and deliver training informed by best-practice suicide prevention/post-vention knowledge and practices for mental health services.

Description of Activity *

- Provide clinical suicide prevention activities for the entire Adelaide PHN population with a focus on timely access, de-escalation and appropriate risk management. Provide community based (non-clinical) suicide prevention services including postvention support for families bereaved by suicide. This includes community based services for people outside of the limited catchment area of The Way Back Support Service

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
Enhance service and clinical integration between mental health care providers, and with State services	75
Timely, region specific, cross-sectoral suicide prevention services for people who are at risk of suicide and/ or who have recently attempted suicide	76



Activity Demographics

Target Population Cohort

People identified in populations at risk of suicide, people who have recently attempted suicide and young people (16+), including (but not limited to):

- people already engaged in APHN commissioned Primary Mental Health Care Services (PMHCS)
- people referred by their GP specifically for therapeutic suicide prevention support
- people who have presented to GP after an incident of self-harm or who have expressed suicidal ideation
- directly contacting a provider of suicide prevention services and are assessed as eligible
- are considered at increased risk in the aftermath of a suicide
- Aboriginal and Torres Strait Islander peoples

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

In October and November 2021 Adelaide PHN conducted extensive consultations with key stakeholders regarding the redesign of Primary Mental Health Care Services (PMHCS) for 2022-2025.

The consultations engaged over 100 stakeholders from diverse groups, including people with lived experience of mental illness, GPs, mental health clinicians, and representatives from Adelaide PHN primary mental health care CSPs, mental health peak body organisations, LHNs, and the SA Government. Stakeholders provided feedback in relation to existing Adelaide PHN commissioned primary mental health care services, with a focus on identifying key strengths, concerns, and solutions to concerns.

The key strengths of current services included:

- the evidence-based structure, content and intensity of suicide prevention services
- the way service providers worked collaboratively to support continuity of care for consumers; and
- consumers' ability to access assessment and support quickly.

The concerns / opportunities for improvement included

- The lack of communications from CSPs after referring a patient to a suicide prevention service
- misdirected referrals;
- post-program support for consumers who lack strong social support; and
- strict eligibility criteria for at-risk clients.

The above strengths and opportunities will be both an area of focus in 2022-23 and form part of the redesign / commissioning of new services.

Previous and current / ongoing activities include:

- Adelaide PHN representatives participate in regular State Government department advisory and membership group meetings, suicide prevention network(s) and other peak body workshops regarding current trends in suicide, best-practice approaches and community-based suicide prevention activity across the region.
- In addition, Adelaide PHN consultation has occurred through:
 - o Suicide Prevention Forum
 - o CALHN Youth and Suicide Prevention workshops/integration
 - o consultation between APHN and the Office of the Chief Psychiatrist and Beyond Blue on the ongoing implementation for The Way Back Support Service
 - o Consultation with headspace services to inform innovative ideas, initiatives and activities for wait time and demand management
- Adelaide PHN and the Central Adelaide Local Health Network have collaborated with mental health and suicide prevention service providers in the Central Adelaide region to improve integration between primary and tertiary care. Further workshops are planned to identify practical solutions to integrated partnerships and care pathways focusing on shared care and transfer of care opportunities for youth and suicide.

Collaboration

- A key focus of the partnership between all metropolitan LHNs, the APHN and the Office for the Chief Psychiatrist will be implementing integrated approaches to suicide prevention including; working on a towards zero approach across primary and tertiary services; implementing The Way Back Support Service in the Central Adelaide region; continuing to train the primary and tertiary mental health providers in the Connecting with People approach; working together to implement the Urgent Mental Health Centre which will be led by SA Health.
- State-funded services delivering first-response interventions post-suicide attempts in schools and other settings.
- The activities will be jointly implemented with commissioned providers to provide (culturally) appropriate suicide prevention services (including to Aboriginal and Torres Strait Islander people). The Adelaide PHN will collaborate with Country SA PHN to ensure cross-boundary coverage for similar commissioned activities in South Australia.
- Aboriginal Community Controlled Health Organisation(s) (ACCHO) to support culturally appropriate services for Aboriginal and Torres Strait Islander people.
- Local Health Networks (LHNs) to coordinate referral pathways of identified population groups presenting at Emergency and/or Outpatient Departments and discharge summaries (after hospitalisation) in target areas. In addition, the Adelaide PHN will support commissioned service providers to join up services between tertiary, secondary and primary care sectors.
- Suicide Prevention Forum and collaborative practice workshop with Adelaide PHN CSPs aimed at increasing sector understanding of available services, referral pathways and roles and responsibilities of each type of service; challenges and barriers to referrals are identified and solutions identified; common language is identified across services (e.g., Connecting with People).



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2023

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2023

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

na

Co-design or co-commissioning comments

na

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH - 9000 - MH9. The Way Back Support Service



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

9000

Activity Title *

MH9. The Way Back Support Service

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 5: Community based suicide prevention activities

Other Program Key Priority Area Description**Aim of Activity ***

The aims of The Way Back support service are to:

- Improve access to high-quality aftercare to support at risk individuals to stay safe
- Build the capacity of individuals to self-manage distress and improve mental wellbeing
- Improve links with clinical and community-based services to meet individuals needs and circumstances
- Increase social connectedness and links to supportive networks (families, friends, peers and carers), and
- Improve the capacity and capability of the Way Back workforce to support at risk individuals.

Ultimately, the above aims are intended to contribute to reducing the risk of suicide (re)attempts for individuals experiencing a suicidal crisis or who have made a suicide attempt.

Description of Activity *

Beyond Blue is a national, independent, not-for-profit organisation working to increase awareness and understanding of depression, anxiety and suicide prevention in Australia and reduce associated stigma. Beyond Blue has developed a service delivery model, known as The Way Back Support Service, a non-clinical support service focused on providing practical psychosocial support to people experiencing suicidal crisis or who have attempted suicide. Beyond Blue and the PHN have agreed to partner to implement The Way Back Support Service within the Adelaide PHN Region.

The service is delivered through assertive outreach by trained Support Coordinators under the supervision of a mental health clinician for a period of three months. Support Coordinators link clients to existing clinical and community-based services, to ensure they are safe and accessing the community-based support that is available.

A person will be eligible for the program if they meet the primary criteria, or depending on the capacity of the Service, the secondary criteria outlined below:

- Primary Criteria – when a person is referred to The Way Back after presenting to the hospital emergency department following a suicide attempt. Where service capability permits, referrals for the Primary Criteria may also be made by community mental health teams and General Practitioners.
- Secondary Criteria – the secondary criteria are met when a person presents to a hospital emergency department in suicidal crisis, with imminent risk of suicide. A suicidal crisis may or may not result in hospital admission, therefore where service capacity permits, referrals for the Secondary Criteria may also be made by community mental health teams.

Anglicare SA were commissioned to deliver The Way Back support service. Service delivery commenced in December 2020 and is predominately accessed by clients presenting to hospital emergency departments (as outlined in the eligibility criteria). An enhancement to the service commenced in early 2022 with the creation of an Aboriginal and Torres Strait Islander dedicated position to build on the capacity of The Way Back Support Service to provide culturally responsive services.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
Aboriginal and Torres Strait Islander people can access timely, culturally safe and appropriate primary mental health care services	75
Enhance service and clinical integration between mental health care providers, and with State services	75
Timely, region specific, cross-sectoral suicide prevention services for people who are at risk of suicide and/ or who have recently attempted suicide	76



Activity Demographics

Target Population Cohort

Targets individuals following a suicide attempt or those identified as experiencing a suicidal crisis.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Campbelltown (SA)	40104
Norwood - Payneham - St Peters	40105
Burnside	40103
Charles Sturt	40401
Prospect - Walkerville	40106
Unley	40107
West Torrens	40403
Port Adelaide - West	40402
Adelaide City	40101



Activity Consultation and Collaboration

Consultation

- The Office of the Chief Psychiatrist (SA Health) was consulted to determine which LHN would be most suitable to engage. Consultation proceeded to broad meetings with the LHNs to understand their capacity and priority to implement The Way Back.
- Adelaide PHN consulted local data on self-harm rates, hospital admissions for self-harm/suicide attempts and crude death rates to establish areas of greatest needs. Nunkuwarnin Yunti in relation to the development, recruitment and ongoing support of a designated Aboriginal and Torres Strait Islander position.

Collaboration

- SA Health as the co-commissioner and co-funding organisation for The Way Back Service
- Office of the Chief Psychiatrist – were involved in the joint selection of the LHN region where services are located and were also involved in the market approach and selection of the service provider.
- Local Health Network – Central Adelaide LHN(CALHN) were selected to engage in the service with referrals from the emergency departments of the hospital(s) in the CALHN region.
- Community mental health teams – LHN community mental health teams have become involved in the service where capacity and scope permit the service to open to receiving referrals from community mental health
- General practitioners – where service capacity permits, general practitioners may be involved in the referring clients who satisfy the primary criteria**

Monthly Governance meetings provide ongoing opportunities for collaboration with key stakeholders, Office of the Chief Psychiatrist (SA Health), Central Adelaide LHN, Beyond Blue, Anglicare SA and Lived Experience representatives.

** This will only occur once the service has been established and operational and review deems there is capacity to open additional referral pathways.



Activity Milestone Details/Duration

Activity Start Date

01/01/2020

Activity End Date

30/06/2023

Service Delivery Start Date

December 2020

Service Delivery End Date

June 2023

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: Yes
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): Yes

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

na

Co-design or co-commissioning comments

Co-commissioning arrangement – Office of the Chief Psychiatrist (SA Health) and Adelaide PHN

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH - 10000 - MH10. Commission culturally appropriate services for Aboriginal and Torres Strait Islander peoples



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

10000

Activity Title *

MH10. Commission culturally appropriate services for Aboriginal and Torres Strait Islander peoples

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 6: Aboriginal and Torres Strait Islander mental health services

Other Program Key Priority Area Description**Aim of Activity ***

The aim is to improve mental health experiences, access and outcomes for Aboriginal and Torres Strait Islander people through the provision of culturally appropriate, sensitive and safe suicide prevention and primary mental health care services through centralised referral pathways and enhanced service and clinical integration between Aboriginal and Torres Strait Islander organisations/mainstream services, including alcohol and drug and social service providers. In addition, to enhance the capacity of the primary mental health care workforce to provide culturally appropriate, sensitive and safe suicide prevention and primary mental health care services, including through supporting Aboriginal and Torres Strait Islander specific workforce engagements

Description of Activity *

This activity aims to commission culturally appropriate, flexible, evidence based mental health services for Aboriginal and Torres Strait Islander people. Commissioned providers will ensure primary mental health services are culturally safe, sensitive and appropriate to meet the needs of people seeking treatment and/or support for their mental health conditions. The Adelaide PHN will commission services that are flexible in their delivery and tailored to the individual needs of Aboriginal and Torres Strait Islander people.

Services provided include; Psychological therapies (individual, group, family); narrative therapies; brief solution focused therapy and counselling; and clinical care coordination; clinical suicide prevention; psychological therapies for complex young people and referral services to support seamless transition of care that is responsive to change in individual need. Service linkages, networks

and formal service delivery partnerships are facilitated to support holistic, integrated treatment and management of health and related health needs across the care continuum. In addition aboriginal people with moderate risk concerns are able to access a service within a 24-72 hour timeframe which provides clinical interventions, assessment and risk management in a culturally appropriate way..

The target population include Aboriginal and Torres Strait Islander children, young people and adults, and their families/carers: (i) at risk of, or experiencing mild, moderate to severe mental health conditions and presenting in the Adelaide metropolitan region. The services also target clients of the Aboriginal Community Connect program ensuring they are able to access appropriate mental health assessment and intervention.

The activity has a key focus on improving mental health wellbeing experiences, improve care coordination and integration of mental health care services.

Adelaide PHN commissions the local Aboriginal Community Controlled Health Organisation and another respected specialist provider to deliver these activities.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
Aboriginal and Torres Strait Islander people can access timely, culturally safe and appropriate primary mental health care services	75
People experiencing mental health conditions are supported by a workforce with the skill mix that meets a diverse range of needs	76



Activity Demographics

Target Population Cohort

Aboriginal and Torres Strait Islander people

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

This activity was codesigned with and will continue to be delivered predominately by the ACCHO.

The APHN will also continue to work with SAMHRI's Aboriginal Research Unit (Wardliparingga), the LHN Aboriginal directorates, AHCSA and Aboriginal-led education providers on the implementation of programs and initiatives for culturally appropriate best practice management. This includes incorporating the implementation of the six Aboriginal Health Actions within the National Safety Quality Health Standards (NSQHS) and how providers will align with the User Guide for Aboriginal and Torres Strait Islander Health. Specifically, the ACCHO is able to deliver APHN commissioned services alongside broader Aboriginal specific primary care services which are tailored to the needs of the community and individual.

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

In 2022-23 Adelaide PHN intends to evaluate and review its Aboriginal and Torres Strait Islander services and where appropriate redesign through a co-design and collaborative process services as part of its continuous quality improvement and commissioning cycle.

- The Adelaide PHN will continue to consult with established Aboriginal and Torres Strait Islander specific services, including AOD services, to more effectively connect individuals and families seeking assistance with treatment and support. The Adelaide PHN will continue to work with State-funded mental health and other providers to support integration of commissioned Aboriginal and Torres Strait Islander specific mental health services within the broader system. This activity interconnects with Priority Area 5 activities: Community based suicide prevention, regarding the formalised arrangement of follow-up and care for people who have self-harmed and/or attempted suicide.
- Consultation occurs specifically with Aboriginal and Torres Strait Islander communities, including through the Aboriginal Community Advisory Council, Aboriginal Community Controlled Health Organisations (ACCHO), specific reference groups and other key Aboriginal and Torres Strait Islander people and organisations, to support the provision of culturally, sensitive and safe services. Adelaide PHN will continue to consult with a range of Aboriginal Torres Strait Islander people and organisations to ensure a diversity of community voices heard. These consultations provide strategic input into the activity planning process, forming an important collaborative role with the Adelaide PHN.
- The Adelaide PHN continues to work with Aboriginal and Torres Strait Islander people on effective methods for ongoing engagement and communication, ensuring there are a range of ways for individuals to understand and contribute the provision of high quality, culturally responsive services.
- The Adelaide PHN consulted with community members and commissioned service providers on the development of PREMS for clients who are Aboriginal or Torres Strait Islander. Workshops were held to ensure a measure was developed that was culturally appropriate. This has been implemented and will be reviewed for quality improvement purposes.

Collaboration

- The activities will continue to be jointly implemented with commissioned providers for the provision of culturally appropriate, sensitive and safe services for Aboriginal and Torres Strait Islander people. The Adelaide PHN will continue to collaborate with Country SA PHN to ensure cross-boundary coverage for similar commissioned activities in South Australia.
- AHCSA and our ACCHO and continues to work closely with APHN and all commissioned mental health service providers to support culturally appropriate services and choice for Aboriginal and Torres Strait Islander people.
- As part of the Adelaide metropolitan mental health and suicide prevention plan Local Health Networks (LHNs), the SA mental health commission, SA Health and the PHN have agreed to work together to develop an Aboriginal and Torres Strait Islander specific mental health plan by June 2022.
- The Adelaide PHN collaborates with providers and representative bodies for the Aboriginal and Torres Strait Islander population across the region for strategic input and guidance regarding workforce development and capacity building. Specifically, the Adelaide PHN will utilise existing advisory functions and reference groups across the region, where appropriate, in collaboration with State Government structures and ACCHOs.
- One of the commissioned agencies is partnered and co-located with an Aboriginal specific program funded through Uniting Communities. Organisations work in partnership with Adelaide PHN in collaboration with Aboriginal State peak bodies, consolidate and extend collaborative working relationships with Aboriginal Community Controlled Health Organisations, primary health and acute services, as well as primary and state-based health and support agencies.



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2023

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2023

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

na

Co-design or co-commissioning comments

This activity was codesigned with and will continue to be predominately delivered by the ACCHO.

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes

Funding From Other Sources - Financial Details

0

Funding From Other Sources - Organisational Details

N/A



MH - 11000 - MH11. Enhance integration across MH Providers via supported referral, data and reporting systems



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

11000

Activity Title *

MH11. Enhance integration across MH Providers via supported referral, data and reporting systems

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 7: Stepped care approach

Other Program Key Priority Area Description**Aim of Activity ***

In 2022-23 the activity below will blend elements of the Head to Health initiative e.g. national H2H phone line, until the H2H phone line is a standalone service anticipated to be in 2023-24.

The aim of this activity is to improve sector efficiency to assess and appropriately refer people to the most appropriate level of intervention/care along the stepped care continuum at a local level, and to improve region-wide engagement and integration between mental health treatment services, broader health, primary care and associated service sectors. Adelaide PHN will provide commissioned treatment services with strategic and operational support to identify gaps and priorities for service integration, development of seamless referral pathways for clients at risk of, with mental health conditions, comorbid presentations, and/or complex needs.

Description of Activity *

This activity will ensure effective services are delivered, as required, across the continuum of care to meet the mental health and co-morbid needs of the regional population. This activity will commission service providers in the region to continue to develop and continuously improve the provision of mental health treatment services along the stepped-care continuum. Commissioned service providers will be required to use Adelaide PHN supported digital platforms, MasterCare and the Central Referral Unit, to improve pathways to primary mental health services and enhance service and clinical integration between mental health and/or

primary health care providers. Services will a) target population groups with high prevalence of mental health/behavioural issues and psychological distress in areas of need b) deliver mental health treatment services along the stepped-care continuum of service delivery, c) ensure 'joined-up' processes within and between services along the continuum to maximise outcomes and improve care pathways/decisions, and d) establish consistent and consumer friendly access points in to services specific to need. The activity identifies and addresses mental health sectoral issues, through the establishment of mechanisms that enhance communication, coordination and referral pathways, service capacity and wait list management, evidence-based treatment, workforce support and continuous quality improvement initiatives.

- The primary focus of this activity is to utilise the Adelaide PHN capacity building approach to identify and support all region specific, cross-sectoral and integrated approaches to mental health treatments. With the aim of increasing coordination, and integration between AOD and mental health services and primary care providers, which will a) improve and complement existing GP, Psychiatrist and allied mental health services, and b) develop linkages with and between relevant clinical and non-clinical services. The Adelaide PHN will facilitate the use and integration of existing service infrastructure and workforce/provider mix in commissioning these services. Integration activities with commissioned service providers will include provision of collaborative practice workshops, education and training delivered to MH treatment services, and activities related to accreditation activities and quality improvement processes.
- Commissioned service providers will be required to use Adelaide PHN client record management system Mastercare through the Central Referral Unit for formal referrals to its Mental Health programs to improve pathways to primary mental health care services, including care coordination services; and to maintain and enhance service and clinical integration between acute/community/primary mental health or health care providers. The Adelaide PHN will work with commissioned services to ensure they are 'joined-up' and operating within a stepped-care continuum. Concurrently, the Adelaide PHN and commissioned providers will work with referrers to ensure pathways to step-up and step-down services are seamless, person-centred and provide support to referrers through clinical care coordination. Commissioned service providers will be required to ensure clinical care pathways and associated follow up are supported by clear escalation and de-escalation pathways as appropriate. The activity will apply to all commissioned service providers; however, pathways and processes may differ depending on the target population and/or area in which commissioned services are operating. Additionally, Commissioned service providers are required develop and maintain service linkages, networks and formal service delivery partnerships and protocols to support integrated treatment and management across the care continuum. The Central Referral Unit provides centralised clinical triage and referral allocation to ensure timely, equitable and appropriate primary mental health care service access across the Adelaide PHN region.
- Further enhancements supported by Adelaide PHN are to maintain consistent data collection and reporting systems across commissioned services. The activity will ensure commissioned services are reporting activity, outcomes and relevant service-related measurements in a consistent and comparable way. The Adelaide PHN will support commissioned providers with appropriate systems software such as MasterCare (for clinical client management) and Mentegram (to support patient reported experience measures activity). The activity will ensure commissioned services are appropriately monitored and service delivery arrangements are continually improved and adjusted to reflect changes in population needs. MasterCare will provide the clinical database used for reporting for the region and warehouse the data to accurately report baseline data and local indicators as well as providing for the PMHC MDS extraction.
- This activity will ensure primary mental health services in the region:
 - o complement and enhance existing General Practice, Psychiatrist and allied mental health services;
 - o are targeted to areas and populations where there is demonstrable need and/or an absence of suitable services identified through quantitative and qualitative needs assessment planning;
 - o mobilise existing resources, in particular Commonwealth funded online, and telephone based mental health services along with established psychological services funded through the Medicare Benefits Schedule (MBS);
 - o coordinate with other health and support services for targeted group(s);
 - o ensure a recovery focused approach is embedded within all commissioned service providers;
 - o develop linkages and partnerships with and between relevant services and supports to ensure the individual has access to the right care, in the right place and at the right time;
 - o ensure the workforce is appropriately trained and qualified, including through the provision continuing professional development support;
 - o incorporate a multidisciplinary team approach to primary mental health care; and
 - o Adelaide PHN also utilises MasterCare to support effective performance, integration and coordination of commissioned primary mental health services across the Adelaide metropolitan region

Needs Assessment Priorities *

Needs Assessment

Priorities

Priority	Page reference
Enhance service and clinical integration between mental health care providers, and with State services	75
Integration between primary mental health services and alcohol and other drug treatment services to improve continuity of care and outcomes	76
Ensure visibility of Adelaide PHN commissioned services and eligibility criteria to GPs, state, community services and to underserved groups to enhance access	76

**Activity Demographics****Target Population Cohort**

Targeting people at risk of and/or experiencing a mental health concern that would otherwise experience barriers to access for example:

- People living in the South, West and North of Adelaide (where there are less services, more socio-economic disadvantage and higher rates of multimorbidity)
- Aboriginal and Torres Strait Islander people
- People from Culturally and Linguistically Diverse background
- Children and young people
- Transgender and gender diverse people
- Women in the peri-natal period
- People living in Residential Aged Care Facilities
- other vulnerable population groups

In Scope AOD Treatment Type ***Indigenous Specific ***

No

Indigenous Specific Comments**Coverage****Whole Region**

Yes



Activity Consultation and Collaboration

Consultation

The Adelaide PHN continues to consult widely with stakeholders, representative bodies, professional and community organisations, providers (commissioned service providers, prospective service providers and general), membership groups, consumers and carers regarding primary mental health and alcohol and other drug services and needs.

This consultation occurs through a range of formal and informal methods including Adelaide PHN membership activities with, Community Advisory Councils, Clinical Councils and the Health Priority Network and, as appropriate Adelaide PHN representation on established provider forums and working groups. All outcomes from our consultations inform Adelaide PHN's strategic mental health planning across the stepped-care spectrum, service design, commissioning and continuous improvement.

Our commissioning framework enables elements of formal and informal co-design with key stakeholders, ensuring community voice and insight is incorporated into commissioned and non-commissioned activities.

Collaboration

- Collaborations work undertaken by the Mental Health Network Professional Development Program between local health networks, primary health care providers, allied health practitioners and general practitioners to support health professionals understand how to work in collaboration and integrated mental health service environment.
- The APHN membership group structure links health professionals, service providers and community members to develop partnerships and enable action in the local primary health care system.
- AMPHEat – The Mental Health Network Professional Development Program runs education sessions across all LHNs, with prospective audience being – GPs, LHN mental health staff, mental health commissioned service providers and other mental health providers.
- Collaboration practice workshop undertaken by CRU, including a series of workshops to increase knowledge of sector and promote development of referral pathways with commissioned and non-commissioned services.



Activity Milestone Details/Duration

Activity Start Date

01/07/2019

Activity End Date

30/06/2023

Service Delivery Start Date

July 2019

Service Delivery End Date

June 2023

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: Yes
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

na

Co-design or co-commissioning comments

na

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

No



MH - 12000 - MH12: Contribute to the implementation of the integrated suicide prevention service delivery and pat



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

12000

Activity Title *

MH12: Contribute to the implementation of the integrated suicide prevention service delivery and pat

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 8: Regional mental health and suicide prevention plan

Other Program Key Priority Area Description**Aim of Activity ***

This activity aims to implement activities from the Adelaide Metropolitan Mental Health and Suicide Prevention Integration Plan 2020 - 2025 in collaboration with LHNs to develop solutions to ensure a more integrated and effective person-centred care and mental health system in metropolitan Adelaide. While working toward facilitating timely follow-up care for people who have attempted suicide or at risk of suicide, and safe and quality services to reduce the risk of suicide.

Description of Activity *

The Adelaide Metropolitan Region Mental Health and Suicide Prevention Integration Plan (AMMHIP) 2020-2025 addresses a need for improvement in the way South Australia's mental health system is planned and integrated to more adequately meet the needs of people and their carers. The Plan has provided an opportunity to build on the sector's strengths and find opportunities to establish new connections and pathways between services to foster a more person-centred approach to care. The outcome is the AMMHIP 2020 - 2025 and shared commitment of agencies to achieve the objectives of the plan outlined below:

- Improve care provided to people and their carers across LHNs and APHN commissioned service providers through the implementation of Towards Zero Suicide approach to service delivery.
- The Adelaide PHN and State to co-commission The Way Back Service to operate in one Local Health Network region.
- Establish the viability of a Single Point of Entry for Youth to improve access to services in the region for young people aged between 12-24 years.

- Build step-up and step-down pathways between LHN emergency departments, hospitals and community teams and APHN commissioned youth services, headspace and Integrated Practice Units.
 - Adelaide PHN and a Local Health Network to establish joined up services to provide NMHSPF defined Care Packages to people experiencing chronic and complex (severe) mental health within the defined LHN region.
 - Establish a State based Aboriginal and Torres Strait Islander Mental Health Suicide Prevention Plan through a State and Commonwealth interagency approach to guide service delivery and integration.
 - The Adelaide PHN, LHNs and the OCP to develop a consistent approach to the collection of Patient Reported Outcome Measures (PROMs) and Patient Reported Experience Measures (PREMS) by all partner organisations.
 - Develop a governance structure and strong leadership to oversee and coordinate the implementation of the AMMHIP.
 - Foster a shared vision, purpose and agenda for integration and collaboration among stakeholder organisations of the Plan.
- The AMMHIP is being reviewed and updated with priorities and activities realigned to the National Mental Health and Suicide Prevention Agreement and Bilateral Schedule on Mental Health and Suicide Prevention (South Australia), in collaboration with the Regional Mental Health and Suicide Plan Steering Committee members in 2022.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
Aboriginal and Torres Strait Islander people can access timely, culturally safe and appropriate primary mental health care services	75
Children at risk of, or experiencing mild to moderate mental health conditions and their families/carers have access to appropriate primary mental health services	75
People from underserved and hard to reach populations experiencing mental health conditions have access to timely, appropriate and integrated primary mental health services	75
People experiencing severe mental health conditions have access to appropriate supports, services and coordinated care	75
Enhance service and clinical integration between mental health care providers, and with State services	75
Timely, region specific, cross-sectoral suicide prevention services for people who are at risk of suicide and/ or who have recently attempted suicide	76
Ensure visibility of Adelaide PHN commissioned services and eligibility criteria to GPs, state, community services and to underserved groups to enhance access	76



Activity Demographics

Target Population Cohort

- Young people
- People experiencing chronic and complex mental health conditions
- People that have attempted or are at risk of suicide
- Aboriginal and Torres Strait Islanders
- People accessing primary mental health or tertiary mental health services

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

The plan has been developed in consultation with the Adelaide metropolitan Local Health Networks, the Office of the Chief Psychiatrist, the SA Mental health Commission as well as a range of other organisations and community members including the Adelaide PHNs community advisory councils.

Implementation group for the actioning of the Regional Plan include representatives from LHNs/PHN/and lived experience/ carers.

Collaboration

• The plan is a joint collaboration between key agencies including the Adelaide PHN, LHNs, SA Mental Health Commission, SA Department of Health and Wellbeing and the Office of the Chief Psychiatrist. Each organisation shares responsibility as part of the Regional Mental Health and Suicide Prevention Steering Committee for oversight and planning to implement the shared objectives of the Plan

The current review and update of the plan is a collaboration between all key agencies



Activity Milestone Details/Duration

Activity Start Date

01/07/2020

Activity End Date

30/06/2025

Service Delivery Start Date

July 2020

Service Delivery End Date

June 2025

Other Relevant Milestones

N/A



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): Yes

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

na

Co-design or co-commissioning comments

The plan will be a joint collaboration between key agencies including the Adelaide PHN, LHNs, SA Mental Health Commission, SA Department of Health and Wellbeing and the Office of the Chief Psychiatrist.

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

Yes



MH - 202216 - A202216 - Initial Assessment and Referral



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH

Activity Number *

202216

Activity Title *

A202216 - Initial Assessment and Referral

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Mental Health

Other Program Key Priority Area Description**Aim of Activity ***

The purpose of this Activity is to support General Practitioners (GPs) and clinicians in the primary care setting, using the stepped care model to select the least intensive level of care, for a person presenting for mental health assistance by using the Initial Assessment and Referral (IAR) tool. This will contribute to achieving nationally consistent levels of care for persons presenting with similar conditions.

Description of Activity *

Participate in 'train the trainer' training delivered by the National Project Manager to build capability and confidence in using the IAR, facilitating training and supporting GPs to implement the IAR.

- Deliver training to, build relationships with, and provide ongoing support to GPs and clinicians in Adult Mental Health Centres, general practices, Aboriginal Medical Services, and commissioned providers within the PHN region.
- Deliver training to, build relationships with, and provide ongoing support to GPs and clinicians in Kids Mental Health Centres and Residential Aged Care Facilities as the IAR is adapted for specific vulnerable cohorts and as required by the Department, as well as in Local Hospital Networks/Districts as jurisdictions in your region adopt the IAR.
- Meet the GP training target set for Your Organisation that will be advised by Notice to Your Organisation and maintain records to support the GP attendance and remuneration.
- Build strong relationships across the TSO network and with other key stakeholders to explore opportunities for cross-boundary

learning and collaboration.

- Meet with the Department and National Project Manager, as required, to report on training numbers for all staff trained, share enablers and discuss any barriers.
- Work with the Department to promote integration of clinical software solutions, once developed, with clinical practices and practice managers within the PHN region.
- Collect data and report on GP and other clinician training as detailed in the Program Guidance for Primary Health Network Initial Assessment and Referral Training and Support Officers.
- Maintain a record of Frequently Asked Questions, hosted on the PHN SharePoint, and support continuous improvement to education and training.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
Enhance service and clinical integration between mental health care providers, and with State services	75
People experiencing mental health conditions are supported by a workforce with the skill mix that meets a diverse range of needs	76
Ensure visibility of Adelaide PHN commissioned services and eligibility criteria to GPs, state, community services and to underserviced groups to enhance access	76



Activity Demographics

Target Population Cohort

The IAR Tool will focus on areas of greatest need, including (but not limited to):

- people on a low income
- children under 12
- Culturally and Linguistically Diverse people
- Aboriginal and Torres Strait Islander peoples
- Lesbian, Gay, Bisexual, Transgender, Queer and Intersex (LGBTQI)
- older people
- socially isolated new and emerging populations
- perinatal women
- people with comorbid presentations
- individuals who are at risk of suicide or self-harm
- people with intellectual disability and co-occurring mental illness, for whom there are barriers to receiving appropriate mental health and treatment

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

In consultation with Clinical Councils, broader stakeholders and local GPs, Adelaide PHN will develop a plan for disseminating and implementing the National IAR Guidelines locally. This plan will define the activities that will encourage local adoption and implementation - forecasting anticipated challenges and developing strategies to address these challenges.

Collaboration

The PHN will collaborate with LHNs, GPs and our Commissioned Service Providers to effectively integrate and disseminate the IAR Tool. The PHN will work closely with the OCP as they determine who they will roll out the IAR across the tertiary setting to ensure consistency in approach



Activity Milestone Details/Duration

Activity Start Date

01/02/2022

Activity End Date

30/06/2023

Service Delivery Start Date

1/3/2022

Service Delivery End Date

30/6/2023

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: Yes
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Is this activity in scope for data collection under the Mental Health National Minimum Dataset?

No



MH-AMHCT - 202217 - A202217 – Head to Health Adult Mental Health Services



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH-AMHCT

Activity Number *

202217

Activity Title *

A202217 – Head to Health Adult Mental Health Services

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Mental Health

Other Program Key Priority Area Description**Aim of Activity ***

Commission a Head to Health Hub in conjunction with SA Health Crisis Stabilisation Unit, which provides engagement, assessment, service navigation and short and medium episodes of treatment and care for individuals who may be experiencing distress or crisis, including people with conditions too complex for many current primary care services but who are not eligible for or who need more timely care than that available from state mental health services. Ensure that this service is aligned with the National service model for Health to Health Adult Mental Health Centres and is a referral pathway for the Head to Health Assessment and Phone Service.

Description of Activity *

In 2022-23 activity will focus on the commissioning of the Head to Health hub in conjunction and alignment with a broader recommissioning of PMHC services undertaken by Adelaide PHN and the SA Health commissioning of the Crisis Stabilisation Unit. Commissioning is expected to commence in the first half of 2022-23 with operations of services to be determined largely by available locations and SA Health's Crisis Stabilisation Unit. Commissioning documentation will identify that the latter half of 2022/23 is the desired timeline for commencement of services.

The services provided by the Head to Health Hub will align with the Service Model for Head To Health Adult Mental Health Centres and be augmented by PMHC activities MH1,2,3,6 and 7.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
People from underserved and hard to reach populations experiencing mental health conditions have access to timely, appropriate and integrated primary mental health services	75
People experiencing severe mental health conditions have access to appropriate supports, services and coordinated care	75
Enhance service and clinical integration between mental health care providers, and with State services	75
Ensure visibility of Adelaide PHN commissioned services and eligibility criteria to GPs, state, community services and to underserved groups to enhance access	76



Activity Demographics

Target Population Cohort

The Head to Health Hub will be situated in the outer northern metropolitan area of Adelaide where there is significant demand and socioeconomic disadvantage. The service will focus on areas of greatest need, including (but not limited to):

- people on a low income
- Culturally and Linguistically Diverse people
- Aboriginal and Torres Strait Islander peoples
- Lesbian, Gay, Bisexual, Transgender, Queer and Intersex (LGBTQI)
- older people
- socially isolated new and emerging populations
- perinatal women
- people with comorbid presentations
- individuals who are at risk of suicide or self-harm
- people with intellectual disability and co-occurring mental illness, for whom there are barriers to receiving appropriate mental health and treatment

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Tea Tree Gully	40205
Salisbury	40204
Port Adelaide - West	40402
Port Adelaide - East	40203
Playford	40202



Activity Consultation and Collaboration

Consultation

In October and November 2021 Adelaide PHN conducted extensive consultations with key stakeholders regarding the redesign of Primary Mental Health Care Services (PMHCS) for 2022-2025.

Over 100 people participated in the consultations and provided feedback on Adelaide PHN's commissioned PMHCS, identified the most vulnerable populations in the community, and shared their views regarding how to improve PMHCS in the context of the proposed 'Hub' service delivery model scheduled to be commissioned in 2022.

Adelaide PHN delayed its approach to market pending the announcement of the Head to Health Hub and as such will adapt its commissioning activities to incorporate the Head to Health Hub.

Adelaide PHN will work with the SA Health and once a preferred provider is determined involving Lived Experience through consultation and co-designing aspects of the service will be undertaken.

Collaboration

Adelaide PHN will collaborate with SA Health to determine the most efficient and effective commissioning approach for the Head to Health Hub and the SA Health Crisis Stabilisation Unit which are to be co-located. This will include determining if a single provider to operate both is preferred. The Adelaide PHN will involve and collaborate the department throughout the process. Adelaide PHN will work with the preferred providers including during contract negotiations, establishment and operations to ensure they are supported to begin service delivery as quickly as possible and demonstrably achieve the intended aims of the Head to Health Hubs.

Adelaide PHN will facilitate regular collaborative practice workshops for the operator of the service in conjunction with other PHN commissioned service providers delivering PMHC, AoD and psychosocial services to build the capacity of the sector to deliver integrated services that are effective and efficient and responsive to local issues and needs.



Activity Milestone Details/Duration

Activity Start Date

01/07/2022

Activity End Date

30/06/2025

Service Delivery Start Date

01/07/2023

Service Delivery End Date

30/06/2025

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: Yes

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Adelaide PHN will work with SA Health to align the commissioning of the Head to Health Hub (and other PMHC services) with the SA Health Crisis Stabilisation Unit as they will be co-located.



MH-H2H - 202218 - A202218 - Head to Health Assessment and Referral Phone Service



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

MH-H2H

Activity Number *

202218

Activity Title *

A202218 - Head to Health Assessment and Referral Phone Service

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 7: Stepped care approach

Other Program Key Priority Area Description**Aim of Activity ***

Head to Health is designed to address fragmentation and enhance local service integration to offer a seamless care pathway for consumers to receive the right level of care at the right time to meet their mental health needs. Bringing this range of services together allows consumers to access mental health care in a way that meets their preferences. All components of Head to Health have a common aim – to help more Australians experiencing mental health challenges be heard, find a path forward and access services that are right for them.

Description of Activity *

The Head to Health assessment and referral phone service will be established from July 2022 to promote increased access to the system, consistent initial assessment and enable warm transfer to the most appropriate mental health services.

The service will be provided internally by the Adelaide PHN for the first 12 months (July 2022-July 2023). Due to the nature of Adelaide PHN current model and for simplicity of referral pathway Adelaide PHN has incorporated its existing centralised referral unit into this service to avoid confusion of appropriate access points and duplication of services.

Services provided will be:

- 1800 number being answered, 24 hour call back excluding (weekends and Public Holiday)
- After hours answering machine

- 8.30-5pm service
- Answering enquires and undertaking and IAR where required and warm referring to a service provider
- Process, reviewing and triaging IARs completed by General Practice and warm referring to a service provider
- Processing, triaging and allocating MHTP to service providers- where clinically appropriate and as capacity permits the team may also undertake IARs for people who have had a MHTP completed where step of care may be unclear or presentation complex and then warm refer them to a service provider
- Providing updates and advice to General Practice on the status of referrals
- Wait List monitoring- each person referred to a service provider who has undergone and IAR will receive appropriate follow up as per the requirements of the model phone call from a peer worker (escalated to a clinician as required) for a wait list check 1 X per week for 4 weeks post referral.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
People from underserved and hard to reach populations experiencing mental health conditions have access to timely, appropriate and integrated primary mental health services	75
Enhance service and clinical integration between mental health care providers, and with State services	75
Ensure visibility of Adelaide PHN commissioned services and eligibility criteria to GPs, state, community services and to underserved groups to enhance access	76



Activity Demographics

Target Population Cohort

Entire Adelaide PHN region with focus in areas of highest identified geographic need. Children, young people and adults with mental health issues, with focus on:

- children aged 0-12 years at risk or, or experiencing mental, emotional and /or behavioural conditions and their parents/caregivers
- young people at risk of, or experiencing mild to moderate mental health concerns
- adults at risk of, or experiencing mild to moderate mental health concerns
- young people (aged 12 and over) who identify as Gender Diverse or Transgender
- adults who identify as Gender diverse or Transgender

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

During the 2022-23 financial year the Adelaide PHN intends to widely consult regarding the future design and implementation of the Head to Health Assessment and Referral Phone Line. Integration with existing or planned state/territory funded intake and treatment services will be a critical component of the service, hence specific focus on working with SA Health and Country SA PHN in relation to their intentions regarding their existing intake services.

Adelaide PHN will work with their local state/territory health services to ensure clear communication channels and processes for transferring clients between services as needed. As part of their commissioning processes, Adelaide PHN will undertake broader consultation, at a local level, with consumers, carers, Local Hospital Networks (LHNs) and other local stakeholders to co-design and shape the service model to meet the local needs of the region, within the framework presented by this model.

Collaboration

Adelaide PHN will work collaboratively with the SA Health and Country SA PHN to establish the intake service in a way that is well-integrated with services and systems operating within the jurisdiction. As part of their commissioning processes, Adelaide PHN will undertake consultation, at a local level, with consumers, carers, Local Hospital Networks (LHNs) or their equivalent and other local stakeholders to co-design and shape the service model to meet the particular needs of the area, within the framework presented by this model.



Activity Milestone Details/Duration

Activity Start Date

01/04/2022

Activity End Date

30/06/2023

Service Delivery Start Date

1 July 2022

Service Delivery End Date

30 June 2023

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: Yes

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



CHHP - 202215 - A202215 - Headspace Wait Time Reduction Program



Activity Metadata

Applicable Schedule *

Primary Mental Health Care

Activity Prefix *

CHHP

Activity Number *

202215

Activity Title *

A202215 - Headspace Wait Time Reduction Program

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 2: Child and youth mental health services

Other Program Key Priority Area Description

Aim of Activity *

- To address demand and wait list management at headspace services identified as highest need; and
- To enhance the quality of service and to improve access to services at headspace sites identified as highest need.

Description of Activity *

The headspace Emerging Workforce Project aims to increase timely access to youth mental health services for young people across the broader metropolitan Adelaide region. The Project involves the development and coordination of a structured student placement and graduate program. The student stream will support 12 Social Work students to undertake a placement per semester, totalling 24 students supported through the program annually. The graduate stream will employ five (5) graduates for a two-year period.

Social Work Students and Social Work Graduates will support the implementation of triage and intake functions and the delivery of single session, brief intervention, mild-moderate therapies, group work and walk-in services. This model will also work to address region-wide workforce shortages in youth mental health and provide a direct pathway towards employment in clinical roles within headspace Centres. This will lead to an increased quality primary mental health workforce and better outcomes for young people accessing headspace services.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2022/23-2024/25

Priorities

Priority	Page reference
Children at risk of, or experiencing mild to moderate mental health conditions and their families/carers have access to appropriate primary mental health services	75
People experiencing mental health conditions are supported by a workforce with the skill mix that meets a diverse range of needs	76



Activity Demographics

Target Population Cohort

These activities will target children, young people and families throughout the Adelaide PHN region, with a focus on area of greatest need, with a focus on:

- young people aged 12 - 25 years with or at risk of experiencing mild to moderate mental health conditions
- young people aged 12 - 25 years with common occurring difficulties such as physical health, sexual health or AOD conditions
- young people aged 12-25 years with educational and vocational needs

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

This project has been co-designed between Sonder and Centacare, headspace Centre Managers, Flinders University and Adelaide PHN. Further consultation will be undertaken with Youth Reference Groups, Consortium partners and Adelaide University to

meaningfully engage young people and other stakeholders to ensure the program is locally adapted and flexible to meet the needs of each individual Centre.

Collaboration

- The Regional Mental Health and Suicide Prevention Plan Steering Committee with representation from all Local Health Networks (LHNs), SA Health (Office for the Chief Psychiatrist) and the SA Mental Health Commission provide strategic direction, priorities and actions.
- Metropolitan LHNs and the Women's and Children's (CAMHS) continue to work closely with Adelaide PHN to improve child and youth pathways and service models in metropolitan Adelaide
- Adelaide PHN hosts quarterly Community of Practice meetings with all commissioned youth mental health service providers on relevant topics.
- headspace National Office provide complementary services to services offered by the headspace centres at times having shared clients, additionally providing supports to commissioned Centres regarding best practice, model fidelity and branding requirements.



Activity Milestone Details/Duration

Activity Start Date

31/07/2020

Activity End Date

30/06/2024

Service Delivery Start Date

1/1/2022

Service Delivery End Date

30/6/2024

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

The program is both complementary to, and intrinsically connected with, the headspace Centres delivered by Centacare Catholic Family Services in Port Adelaide and Sonder in Adelaide, Edinburgh North, Marion and Onkaparinga.