

Stories of innovative primary care solutions for lasting impact: improving health and wellbeing outcomes for all in Brisbane's south.

Reconciliation in action

Brisbane South PHN shares reflections and lessons learned on the journey to launch and implement their (Stretch) Reconciliation Action Plan.

New: Care finders program

Care finders offer in-person, intensive support for vulnerable older people to help navigate aged care and community services.

Turning the tide

Wellbeing and Resiliency Grants assist grassroots community initiatives for post-flood recovery in Brisbane's South.

Addressing the missing middle

The holistic model of care overcoming barriers to better mental health for Logan and Beaudesert youth and families.

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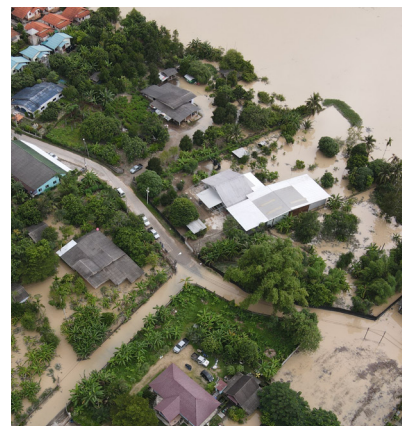
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CEO Message

Dear readers,

Welcome to the Winter 2023 Primary Health Impact. As CEO of Brisbane South PHN, I am honoured to share some remarkable initiatives and achievements underway across our organisation in this edition.

One significant milestone I am particularly proud to announce is the launch of our second Stretch Reconciliation Action Plan earlier this year. With the approval of Reconciliation Australia, we have solidified our commitment to fostering reconciliation between First Nations peoples and the broader Australian population.

Our vision is to bridge the gap in opportunities, health outcomes, and life expectancy for all. I encourage you to delve into our featured article, *Lessons and reflections on the path to reconciliation: Brisbane South PHN launches second Stretch Reconciliation Action Plan*, to learn more about our journey.

In line with our dedication to improving health system coordination and navigation for priority populations, Brisbane South PHN has commissioned local care finders who can give in-person assistance to vulnerable older people so they may access aged care services and other available community support.



The launch of the Care Finder program brought together health system partners, GPs and service providers from across the region. This program is a testament to our commitment to ensuring equitable access to essential health services for all community members.

Finally, I invite you to read our story on the Community Wellbeing and Resilience Grants recipients. In February 2022, eastern Australia was hit by one of the worst floods since records began. In response to this disaster, the Australian Government Department of Health and Aged Care dedicated extra funds to support primary care providers, mental health initiatives, community recovery and future disaster preparedness. It was tasked to the Primary Health Networks (PHNs) in the affected regions to distribute and administer the Grants. This endeavour pushed us to new heights, and I commend our team for their dedication and adaptability as they achieved the task brilliantly.

With adversity comes resilience, and I am immensely inspired by the strength of community spirit that lives across our region. As you peruse this edition of Primary Health Impact, I hope you also are inspired by the stories of collaboration, hope, and compassion that abound in our region's health and community sectors.

To our partners in primary health care, thank you for joining with us on this journey of building healthier communities and improving the wellbeing of all who call the Brisbane south region 'home'.

Mike Bosel

Warm regards,
Mike Bosel
CEO, Brisbane South PHN



Brisbane South PHN acknowledges the Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the Traditional Owners of the land across which we work. We recognise their continuing connection to land, water and community and pay respect to Elders past, present and future.

In the spirit of reconciliation, we will continue to work together with Aboriginal and Torres Strait Islander peoples to shape a health system which responds to the needs and aspirations of our communities.

Addressing the 'missing middle'

The model of care breaking barriers to better mental health for Logan-Beaudesert youth and families

A holistic model of care for young people in the Logan-Beaudesert region is a beacon of hope in a region where local access to comprehensive mental health support has long been a challenge.

In the growing Logan-Beaudesert region of Queensland, a significant demographic of over 95,000 children and adolescents faced limited access to comprehensive mental health support available in their community. ¹

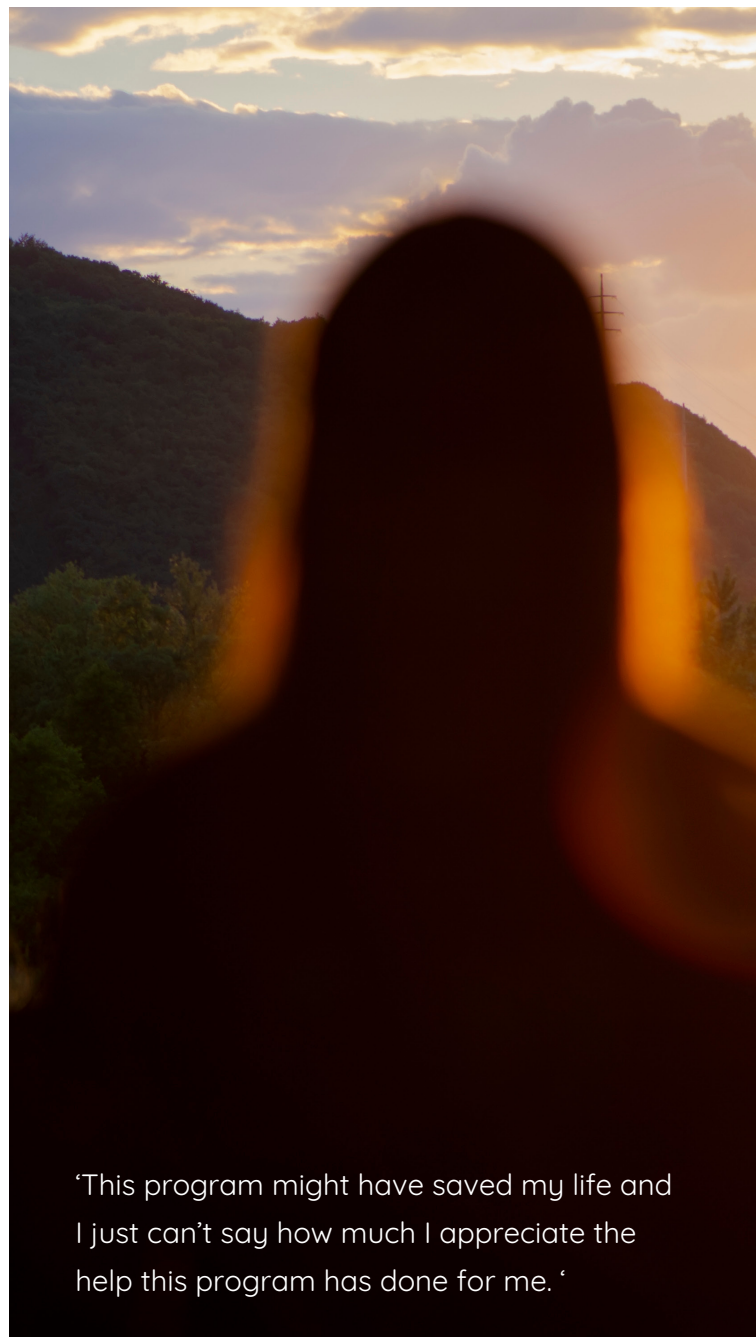
Existing socio-economic barriers and lack of accessible services have historically made it difficult for this vulnerable population and their families to access the support they need, particularly those grappling with complex mental health issues.

Brisbane South PHN found there was a significant need for psychosocial supports—non-therapeutic interventions focused on aiding recovery for those with severe and complex mental health issues—for children and adolescents at home and in their community.

In response, Brisbane South PHN, in partnership with Metro South Health's (MSH) Child and Youth Mental Health Service (CYMHS), commissioned Accoras to co-design a Commonwealth Psychosocial Supports Program (CPSP) to fit the needs of this at-risk demographic.

The resulting Logan-Beaudesert CPSP is a unique service offering place-based, holistic psychosocial support to children and adolescents who fall between what we term the 'missing middle'—those too unwell for primary care but not sufficiently unwell enough to necessitate tertiary services. It also extends support to adolescents who don't qualify for Queensland Health's Child Youth Mental Health Service (CYMHS) criteria or whose needs are too complex for primary care mental health services.

Operating as a free outreach service, the program helps children and young people to build life skills, resiliency, and work towards recovery goals in an accessible, local setting.



'This program might have saved my life and I just can't say how much I appreciate the help this program has done for me.'

Without this CPSP model of care, children and adolescents in the Logan-Beaudesert region, particularly those requiring ongoing outreach support, could find themselves on a waiting list for services not suited to their level of need, and may fall through the service gaps altogether.

Since its inception in January 2021, the CPSP has supported children and adolescents through 718 recorded episodes of care, with 11,921 service contacts delivered. ²



Positive feedback from participants emphasises the difference the CPSP is making in the lives of young people and their families. A young participant shared, 'The person who came out figured out what I needed help with and has been doing a really good job helping me since then.'

Beyond focusing on clinical intervention, Brisbane South PHN recognised that the mental health needs of children and adolescents requires comprehensive, multi-faceted support. By coordinating existing resources to fund this approach in 2019, the program innovatively addresses these needs with a unique service model that has received exceptional feedback from referring partners, participants and families.

In December 2022, a 16-year-old participant shared, 'I was referred to Accoras because a Guidance Counsellor contacted someone he knows who works for Accoras. I got introduced to this staff member [name redacted], and let me just say she was amazing. I always looked forward to talking to her...This program might have saved my life and I just can't say how much I appreciate the help this program has done for me. I'd really recommend this program to anyone who's struggling'.

Ensuring this priority population has access to the right type of mental health support for their needs, in addition to clinical intervention, has made a significant difference.



‘Psychosocial supports help children and their families develop skills for positive mental health and wellbeing’, explained Amy Wilson, Program Manager Mental Health, Suicide Prevention, Alcohol & Other Drugs.

‘It builds adolescents’ capacity and resilience across healthy relationships, daily living needs, physical wellbeing and confidence. For teens, they work on how to manage money, secure housing, pursue vocational or educational goals, or how to manage addictions. Without these fundamental skills and access to basic needs, the impact on their mental health is significant’.

‘This has 100% hit the nail on the head with what [my child] needs’, explains one of our parents. ‘I’m sad that it’s such a short program for us. If it can continue, I think [my child] would develop so much more. It seems to be one of a kind’.

The program’s impact on improving access to equitable mental health services has been considerable. As the demand for complex mental health services continues to grow, the existing health system is under substantial pressure. This is particularly true in the Logan-Beaudesert region, where local barriers to access have resulted in poorer health outcomes for children and adolescents.

‘The service system is extremely stretched’, explained Amy. ‘We are seeing increasing complexity and severity of mental health needs at younger ages; whereas the supports available are predominantly focused on those aged 12 and over’.

‘In commissioning this support, we found that up to 60% of children and adolescents referred also needed clinical intervention, but had no access to it’, Amy explains. ³

‘In fact, only 11% of referrals had any kind of mental health support at all. In response to this need, we took the opportunity to integrate clinical care and coordination into the psychosocial support program to enable a more holistic response’.

‘We also shifted the model of care to support children as young as 7 years old and their families, based on the evidence of need presenting. The next step is to co-locate staff in local schools and community-based mental health services to make it even easier for children and families to access the service’.

Data analysis from the program is promising. It has shown a decrease in psychological symptoms across both the 7 to 11-years and 12 to 17-years age groups. Along with improved school engagement and attendance, better family routines, and enhanced communication, these findings indicate the substantial positive impacts of the program. ⁴



With continued support and resources, this place-based approach to delivering holistic psychosocial supports to the 'missing middle' can make a transformative difference to the mental health landscape in Australia.

'We absolutely want integrated services that are easy to access and navigate ... but ultimately what we want is thriving families who are on a path to mental health and wellbeing', said Amy.

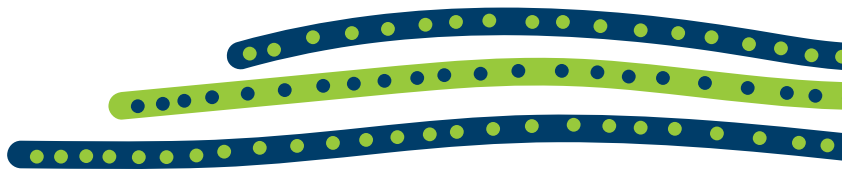
References

1. Children/adolescents in Logan/Beaudesert:
 - a. 95,205 children and youth aged zero to 17-years-old live in the statistical area 3 (SA3) levels that make up Logan/Beaudesert (Browns Plains, Springwood/Kingston, Loganlea/Carbrook, Beenleigh, Jimboomba, Beaudesert)
 - b. Source: Australian Bureau of Statistics. (2021). Population: Census. ABS. <https://www.abs.gov.au/statistics/people/population/population-census/latest-release>.
2. Accoras psychosocial volumes:
 - a. Between 1/1/2021 - 28/4/2023 the Accoras psychosocial activities = 718 unique episodes of care, made up of 11,921 service contacts.
 - b. Source: "MHSPAOD Performance Indicators" dashboard.
 - i. Brisbane South PHN Logicly portal, PMHC MDS 01/01/2021-28/04/2023. Department of Health and Aged Care. Extract taken 29/04/2023.
3. 60% consumers receiving both CCC and psychosocial contacts
 - a. 427/718 episodes received both CCC and psychosocial contacts (59.47%)
 - b. Logicly. (2023). Brisbane South PHN Portal (28 April extract) [Primary Mental Health Care Minimum Dataset]. Department of Health.
4. Improved outcomes:
 - a. Of the matched pairs of K10's collected by Accoras (n=93) 72.5% showed an improvement from service commencement to service completion.
 - b. Source: "MHSPAOD Performance Indicators" dashboard.
 - i. Brisbane South PHN Logicly portal, PMHC MDS 01/01/2021-28/04/2023. Department of Health and Aged Care. Extract taken 29/04/2023.

Getting the right care, first time, where you live

A community-based model of mental health care is piloted for youth in Brisbane's south





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This program aims to help young people get the care they need, when they need it, where they need it.

- Mike Bosel | CEO Brisbane South PHN

Brisbane South (PHN) and the University of Sydney (USYD) are partnering on a program called 'Right Care, First Time, Where You Live' to improve mental health for young people. With young people in our region coming from a diverse range of cultural and linguistic backgrounds and living across metropolitan, rural and remote island locations, ensuring they have access to mental health services that provide care specific to their needs can be a challenge.

The 'Right Care, First Time, Where You Live' initiative uses systems modelling, which involves identifying pathways, behaviours, and recommendations to improve young people's mental health and wellbeing.

Dynamic systems models are decision support tools that can be used by decision makers to test 'what-if' scenarios, such as: what if we increased mental health education programs in schools, would that reduce the number of young people going to emergency departments in acute psychological distress? From these 'what if' scenarios, it can be determined which programs and services will have the most impact and benefit for the young people they represent.

The USYD research team will work with the Brisbane South PHN and community stakeholders, including young people with lived experiences of mental illness, to map out the youth mental health system in the region, and then co-create, using the best available evidence and data from the region, a dynamic systems model of the youth mental health system.

Brisbane South PHN has already participated in one of 3 workshops with the research team and lived-experience collaborators. Future workshops will see the team work together to share the model based on workshop 1's outcomes, enabling the team to work collaboratively to further define the interventions. The third workshop will focus on presenting the interactive model to participants to support ongoing usage.

The program aims to support decision-makers to make evidence-informed decisions on how to coordinate and fund youth mental health services to their local communities. The goal is to enable the PHN to assess if services commissioned are likely to deliver outcomes for young people when and where they need it most.

Turning the tide for communities

Community Wellbeing and Resilience Grants boost post-flood recovery efforts in Brisbane's south

In February 2022, wide-spread flooding affected a large proportion of South East Queensland, culminating in one of the worst flood disasters since records began. Almost eighteen months on, most physical signs of the devastation have been repaired or removed. Yet for many residents, the psychological and emotional impacts of the events linger on.

In Brisbane's south, Melinda Hartley lives on Yugambah Country in Yarrabilba, a leafy new urban community that is home to 11,500 residents.

Nestled underneath the low forested hills of Plunket Conservation Park, the community can be found 20 minutes past Logan Village, with a projected population growth of 45,000 people by 2042—making it similar in size and scale to regional cities like Bundaberg and Gladstone.

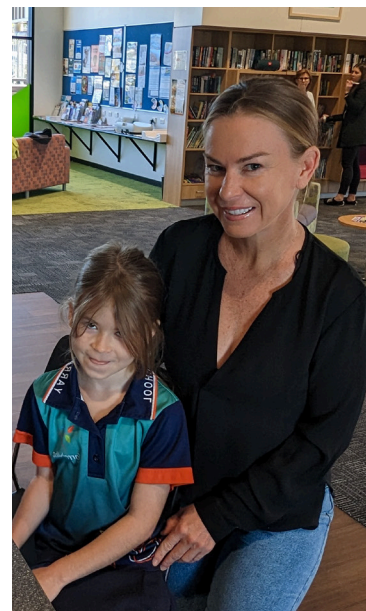
'Yarrabilba means, 'Place of Song' in First Nations Wangerriburra/Bundjalung languages', explains Melinda, Director of 5FOLD, a not-for-profit charity with a desire to build its local communities.



She explains that the work at Yarrabilba is a part of a community-led, holistic approach that gives residents a hand up rather than a handout.

As one of many impacted communities in Logan City during the 2022 floods, thousands of Yarrabilba residents lost power for extended periods and with the only road in and out of the area flooded over, the community was cut off for days.

To support flood-affected communities like Yarrabilba, Brisbane South PHN led the administration of the Australian Government's Community Wellbeing and Resilience Grants across our region. The initiative is geared toward facilitating local-led solutions to help communities rebound from the floods and build mental resilience against future disasters. To date, 35 community-led groups have benefitted from this grant in Brisbane's south, addressing persisting losses, anxiety, and stress.





'We used the funds to meet community need for emergency assistance, mostly by way of nutritious food and fuel vouchers', said Melinda. 'Our mission is to ensure community members can connect with the right support services either in Logan City, or through 5FOLD, so people can equip themselves better if their circumstances change rapidly again. We see the ability to build people's financial stability, through fostering relationships and trust, as having a direct and positive impact on people's long-term mental and emotional wellbeing'.

'In Yarrabilba, statistics tell us that around 2-3 out of every 5 kids arrive at school without eating a healthy breakfast, if any at all', said Melinda. 'We are out to change these stats by building relationships and opening up conversations that improve people's lives.'

That change is already happening through their Breakfast Club, a bustling initiative that has proudly served 2,000 free, nutritious meals weekly across Yarrabilba State School, South Rock Primary School, Yarrabilba State Secondary College, San Damiano College and Children's Health Queensland's Family and Community Place.

'We hold the view that communities are not programs, they are people', she said. 'We aim to walk alongside people in their journey to help them maximise their potential in life. We reflected recently that we served 2,000 breakfasts in a community of 11,500 people, which is a huge impact.'

'These grants have really brought people together to build social connection,' explained Sylvia Penhaligon, Community and Stakeholder Manger, Brisbane South PHN. 'Communities themselves are the best people to know how they can improve their wellbeing and resilience and it's been a privilege to facilitate that.'

Meanwhile, towards Moreton Bay on Quandamooka Country, Wynnum Manly Employment and Training Association Inc. (WynMET), were envisioning a mobile solution to provide swift and practical help to locals in times of disaster.

WynMET provides programs and training opportunities to develop people's skills and capacity for employment with facilities across the Manly, Chelmer, Yatala, Arundel, Petrie and Coorparoo areas. Their aim is to alleviate the cycle of poverty and disadvantage experienced by people affected by long-term unemployment in the community.

'Many of our staff members, trainees and community were impacted by the floods,' offered Tom, Project Manager at WynMET. 'Other people who were not impacted came to help, but no-one had power or the ability to prepare food or find clean water to drink, let alone charge their mobile phones,' he explained.

WynMET's vision was to have a custom-built trailer, fitted with all the necessary equipment, ready for the next time disaster strikes so that locals could access quick and practical help while waiting for larger coordinated responses to reach them.

As a registered training provider of Certificate I in Construction, Tom knew WynMET had the tools and knowledge to build a trailer with all the amenities the community needs in a disaster, just not the funds to purchase the materials. That all changed once he learned of the Wellbeing and Resilience Grants. Once funding was successfully obtained, the project took off, with 12 young people assigned to complete the build.

'We loved learning how to weld the steel together, how it changes as the metal heats up and how the trailer came together,' explained Braydon and Thomas, two WynMET trainees who are undertaking their Certificate 1 in Construction. Tom informs us of an additional community benefit from the initiative—most trainees who worked on the trailer project have now moved into full-time work.

A total of \$375,000 in Community Wellbeing and Resilience Grant funds has been delivered across the Brisbane south region, supporting 35 community-led initiatives focused on strengthening social and cultural connections, increasing community disaster preparedness, and building capacity to face future challenges.



‘Our programs not only help people gain skills, but now we can transport gear and offer practical support in a disaster,’ said Tom. ‘There are local networks of people ready and able to provide consumables at a moment’s notice.’

Tom’s vision doesn’t stop here. With additional funding to build a second trailer, the latest plans include the addition of fire extinguishers, a BBQ, and canopy.

Funded activities and initiatives were varied and included community health and wellbeing days, gardening workshops, women’s weaving groups, craft and sewing classes, recreational activities to engage youth, and the delivery of training programs to upskill volunteers in the community.

Sylvia reflects on the achievements of communities so far, ‘The trauma of a disaster may last long after the physical damages have been repaired, but connection to community helps us adapt and recover together.’

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Our goal, through these grants, has been to empower communities to lead their own recovery, helping them to rebuild to be stronger and more resilient than before.’

- Sylvia Penhaligon | Community & Stakeholder Engagement Manager





Lessons and reflections on the path to reconciliation:

Brisbane South PHN launches their second Stretch Reconciliation Action Plan

In pursuit of modelling reconciliation and creating meaningful change for First Nations peoples within the local community, Brisbane South PHN has faced challenges to consistently deliver actions and initiatives that matched our vision for reconciliation. Through honest self-reflection and analysis, we regrouped to identify our priority areas, and the tangible actions we must take to deliver on our Reconciliation Action Plan (RAP) 2023-26.

Reconciliation Australia's RAP framework allows organisations to take a structured approach to advancing reconciliation within their sphere of influence. There are four types of plans that an organisation can develop: Reflect, Innovate, Stretch, Elevate. Each type of RAP is designed to suit an organisation at different stages of its reconciliation journey.



phn
Our region

Adelaide Hills
Barossa Valley
McLaren Valley
Murray Valley
Riverland
South East

phn
People at the heart of health care



Our second Stretch RAP was endorsed by Reconciliation Australia in January this year. The Plan reflects our vision for a more equitable and just Australia; where no gap exists between the opportunities, health outcomes and life expectancies of First Nations peoples and the broader population. Achieving this vision remains a long journey, but we are committed to walking this path together and doing the work of reconciliation.

‘Our Stretch RAP is built on the foundations of relationships, respect, and opportunities,’ explained Mike Bosel, CEO, Brisbane South PHN.

‘We’ve made First Nations health and wellbeing a priority across our programs, from the youngest jarjums (children) to Elders, and every life stage in between,’ he added.



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‘Our vision for reconciliation is an Australia where no gap exists in the opportunities, health outcomes and life expectancy of Aboriginal and Torres Strait Islander peoples and the broader population of Australia.

We envision an Australia where Aboriginal and Torres Strait Islander peoples enjoy long, healthy lives centred in culture, with equitable access to health care services that are prevention-focused, responsive, respectful, and culturally safe.’

- Mike Bosel | CEO Brisbane South PHN



Our organisation identified several key priority areas, amongst which are:

- Meaningful community engagement with local First Nations Elders and communities for their say on health program design and delivery.
- Strengthening the governance structure surrounding First Nations programs and initiatives overseen by our PHN. This has resulted in the development of a newly formed governance structure that offers guidance and oversight for our work.
- Improving staff awareness of our RAP through regular updates on our actions and progress at staff meetings, in regular emails and through community events including success story shares about First Nations community engagement and reconciliation education.
- Being mindful of setting realistic and sustainable timeframes regarding larger projects, including clear and explicit project accountability within our organisation.

Reflecting on the organisation's reconciliation journey to date, Nyaree Mewett, Director of First Nations Partnerships and Integration, expressed gratitude to our local First Nations Elders, community leaders, groups, and organisations.

'The development of our Stretch RAP was possible because of the generously shared insights, experiences, and expertise of Elders, communities, and partner organisations. We're very grateful for their help to better understand the big issues we face.'

To learn more about our commitment and the actions in our plan, you can read a copy online at:
bsphn.org.au/about/reconciliation-action-plan/





New local care finders program assists vulnerable seniors to access vital aged care services

Do you know of an older person needing intensive support services, who has little or no help from family or a dedicated carer? Care finders can help.

Brisbane South PHN has commissioned local care finders who can give in-person assistance to vulnerable older people so they may access aged care services and other available community support.

Who can use the care finder service?

Care finder services are available to older people who are eligible for aged care services and need intensive support to access these and other local services. This may include people with difficulty understanding information and making decisions, limited family or social support, difficulty communicating, or reluctance to engage with aged care services or governments.

To receive care finder support, a person must:

- have no carer or support person who can help them, or
- not have a carer or support person they feel comfortable or trust to support them, and
- be eligible for government-funded aged care (see myagedcare.gov.au/am-i-eligible).

In addition, they should have one or more of these reasons for needing intensive support:

- have difficulty communicating because of language or literacy problems
- find it difficult to understand information and make decisions
- find it difficult to engage with aged care or government
- be in an unsafe situation if they are not able to receive services.

What help can care finders provide?

Care finders can help vulnerable older people navigate the aged care system and find support services to improve their quality of life. They can help an eligible older person access aged care services for the first time and help with changing or finding new services and supports for that person.

Care finders can do this by:

- talking to My Aged Care on a person's behalf and arranging an assessment
- attending and providing support at the assessment
- finding and short-listing aged care providers in their area
- completing forms and understanding aged care service agreements
- checking in once services are up and running to make sure everything is okay
- assisting individuals to connect with support services in the community (e.g., Health, mental health, housing and homelessness, drug and alcohol services and community groups).





How do I refer my patient to a care finder?

You can call any of the following organisations to help connect a patient to their local care finder in the Brisbane south region (see overleaf for the numbers and a map of locations):

- Footprints Community
- MICAH
- ADA Australia
- Star Community Services
- Multicultural Australia
- Beucare
- SSI (formerly Access Community Services)
- Ozcare

When you call, you will need to answer some questions about why the person needs help from a care finder. The person must give consent for you to provide this information, so it is best if they are with you when you call.

How do people who are not eligible for care finder access support?

Most people who need aged care support should call My Aged Care on **1800 200 244** or visit **myagedcare.gov.au** to discuss their needs and options.

If a person would like help to talk to My Aged Care, you can call the number (above) with them present, or help them navigate the My Aged Care website. Alternatively, an appointment can be made for them to speak to an aged care services officer at the Woodridge or South Brisbane Services Australia centre.



Care Finder locations in the Brisbane south region



Care Finder contacts by location

Logan

Footprints Community

(CALD, homeless/at risk of homelessness)
carefinder@footprintscommunity.org.au
07 3252 3488

Access Community Services

(CALD populations)
seniorconnect@ssi.org.au
0403 710 245

MICAH

(All target populations)
carefinder@micahprojects.org.au
07 3029 7070

ADA Australia

(All target populations)
info@adaaustralia.com.au
1800 818 338

Brisbane

Ozcare

(Homeless/at risk of homelessness)
info@ozcare.org.au
1800 692 273

MICAH

(All target populations)
carefinder@micahprojects.org.au
07 3029 7070

Multicultural Australia

(CALD populations)
MAcarefinder@mcaus.org.au
07 3337 5400 0401 035 881

ADA Australia

(All target populations)
info@adaaustralia.com.au
1800 818 338

Scenic Rim

Beaucare

(All target populations)
aria@beaucare.org.au
07 5541 4216

MICAH

(Care Leavers/Forgotten Australians)
carefinder@micahprojects.org.au
07 3029 7070

ADA Australia

(All target populations)
info@adaaustralia.com.au
1800 818 338

Redlands

Footprints Community

(All target populations)
carefinder@footprintscommunity.org.au
07 3252 3488

Star Community Services

(Homeless/at risk of homelessness)
carefinder@starcare.org.au
07 3821 6699

MICAH

(Care Leavers/Forgotten Australians)
carefinder@micahprojects.org.au
07 3029 7070

ADA Australia

(All target populations)
info@adaaustralia.com.au
1800 818 338

North Stradbroke Island and Southern Moreton Bay Islands

Star Community Services

(All target populations)
carefinder@starcare.org.au
07 3821 6699

Head to Health mental health services to be expanded in Logan and Redlands

Logan and Redlands will gain expanded Head to Health mental health services, after a recent announcement of \$107.9 million will boost the service across the state.



Brisbane South PHN welcomes the recent funding announcement to expand Head to Health mental health services, to establish 2 new satellite services for adults, based in Logan and Redlands areas.

‘The Head to Health satellite sites will offer in-person mental health assessment and treatment, along with health service navigation for people who require mental health, alcohol and other drugs, and suicide prevention support,’ explained Amy Wilson, Program Manager for Mental Health, Suicide Prevention, Alcohol and Other Drugs at Brisbane South PHN.

‘We look forward to working with our Hospital and Health Service partner, Metro South Health, and local stakeholders, to co-design the Logan and Redlands services,’ she added.

The expansion of Head to Health adult mental health services in Brisbane’s south are a welcome complement to the existing network of health, mental health and wellbeing services in the region.

Head to Health services are fully government-funded and provided by multidisciplinary care teams, including psychiatrists, psychologists, paediatricians, nurses, social workers, peer support workers and First Nations health workers.

With no appointment necessary, the Head to Health sites are designed to provide a welcoming, low-stigma environment for people who may be experiencing distress or crisis, needing assessment and treatment, including for people with complex mental health conditions who may not be eligible for care available from other public community mental health services. The new service will be equipped to provide immediate, and short-to-medium term episodes of care.

‘Head to Health phone services and satellite services offer timely support, information and advice about mental health, as well as helping to improve service navigation and referral pathways for people in need, and their carers, and loved ones,’ Wilson explains.

‘The expansion of Head to Health adult mental health services in Logan and Redlands will help to make sure that people need of support can access walk-in care when they need it, in their local community,’ she summarised.

Connect with Head to Health

- Visit headtohealth.gov.au
- Phone Head to Health 1800 595 212

Head to Health referral information for practitioners can be found on our website at: bsphn.org.au/support/for-your-patients-clients/mental-health/#head-to-health

HEAD TO HEALTH



**Brisbane south
phone service
now open
1800 595 212**

In 2023, our support so far has meant that:

Brisbane South PHN partners with Primary care providers, community services and government to build a safe and equitable system of health care for all.

126

organisations partner with us to support early childhood development through Thriving and on Track (TOTs).



8

organisations offer Care finder services to give vulnerable older people intensive support to find and access aged care services in our region.



\$375,000

in Community Wellbeing and Resilience Grants administered to empower flood-affected community groups and organisations to help their local community recover from the 2022 Brisbane floods.



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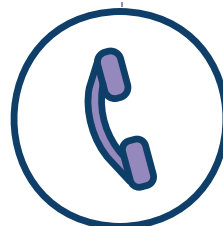
general practices embedded 11 pharmacists as part of team-based care initiatives, helping to support the quality use of medicines and improve patient safety.

241

General Practices have adopted Primary Sense, a population management and clinical audit tool that supports GPs to give patients the right care at the right time.

100,282

page views of HealthPathways, an online clinical decision support tool helping GPs navigate patient referrals to services in our region.



3,685

support interactions helped general practices implement quality care measures for patients.

1,755

enquiries were responded to by Head to Health mental health phone service, helping connect people to the most appropriate local mental health service for their needs.

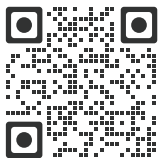
Statistics represent the period January 2023 to June 2023.



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Our member organisations

Brisbane South PHN has 20 members from across communities, not for profits, health and peak bodies who provide critical support for our work across policy, health reform and other matters – including opportunities to improve the mental health of people in Brisbane south. We are grateful for their guidance and expertise as we seek to support the best possible health and wellbeing outcomes for every person.



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