



Australian Government

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WESTERN QUEENSLAND

An Australian Government Initiative

WESTERN QUEENSLAND PHN

Activity Work Plan 2018-2020:

Empowering our Communities

Primary Mental Health funding

1. Planned activities funded under the Primary Mental Health Care Schedule – Template 3

Empowering our Communities Initiative.

Priority 1 - Early intervention and low intensity mental health services and resources	
Activity Title	Introduction of expanded and new low intensity mental health services - within stepped care framework
Description of Activity	Expand established Beyond Blue New Access providers across the WQPHN region and increase <i>new</i> low intensity, easy to access services that are evidence informed, structured and clinically integrated, including trusted advocates in collaboration with Rural Financial Counselling Service(s) and Menzies Health Institute
Target population cohort	Drought affected shires as identified by Federal and State Governments
Consultation/Collaboration/Communication	<p>The Expansion of low intensity services has been identified in the WQPHN HNA and is widely recognised across community and provider stakeholders as an urgently needed addition to the current service configuration. WQPHN will establish an Expert Reference Group (ERG) to work with Menzies Research Institute to develop a new low intensity Motivational Interviewing Care Planning (MCP) tool configured as a digital health App.</p> <p>In addition to the ERG, other collaboration and partnership will be promoted through;</p> <ul style="list-style-type: none"> • RAPAD (CW LGAs) • Rural Financial Counselling Services • SWQ LGA's • AG Force
Duration	Duration of the funding period 2018 – 2020.
Arrangements for prioritising funding allocation	Current analysis of mental health service configuration and investment in WQ highlight a paucity of low intensity services, particularly those services targeting early intervention and self management. The NMHSPF prevalence tool highlights up to 40% of the WQPHN population will require access to support for mental illness, the largest portion being those at risk populations who would benefit from early intervention. (see WQPHN Regional MHSPAOD Plan at www.wqphn.com.au) New low intensity services will complement existing commissioning across the stepped care spectrum and boost much needed access to care for vulnerable segments of the WQPHN population affected by drought.

	<ol style="list-style-type: none"> 1. WQPHN will expand existing New Access Providers and increase services in low intensity services in drought affected shires. Direct commissioning approach will be used to ensure structural efficiency, and timely establishment 2. WQPHN will negotiate a co-commissioning agreement with the RFCS(s) to introduce the new low intensity MCP stay strong harnessing ‘trusted advocates’ to improve access to care, mental health literacy and warm referrals within defined stepped care approaches. <ul style="list-style-type: none"> ○ The Menzies Health adaptation in collaboration with RFCS organisations, farmer representatives and PHN mental health staff will provide a unique <i>new</i> evidence based low intensity services in some of Australia’s most impacted drought affected communities. After a trial period it is expected the new MCP farmers stay strong App will be rapidly rolled out across participating PHNs and incorporated as part of stepped care responses in rural and remote communities. ○ It is important to note that the establishment of these commissioning arrangements will allow rapid expansion low intensity services linked with funds availability and organic uptake within prescribed stepped care frameworks and partnerships with PHN(s) and RFCS through trusted advocates.
<p>Method of delivery/engagement and targets</p>	<ol style="list-style-type: none"> 1. New Access Expansion The expansion of the New Access will be facilitated through commissioning of existing providers (CentaCare NQ, and Lifeline SW) and introduction of a New Access Coaching Service through AOD provider Lives Lived Well (LLW) in the CW. The CBT Institute will provide training of nominated personnel and supervision during 2019 in accordance with the Beyond Blue framework. Referral pathways to existing P3 and P4 providers will be strengthened as part of the stepped care support under the WQ MHSPAOD Regional Plan. 2. Motivational Interviewing MCP App - Menzies Stay Strong adaptation Stage one. Adaptation of Stay Strong App and development of Motivational Care Planning (MCP) App for rural communities. WQPHN in collaboration with Menzies School of Research will establish an Expert Reference Group (ERG)to inform the adaption of the Stay Strong App (SSA) for use amongst farmers and small business owners in drought affected shires. The ERG will draw representation from of farmers and their professional bodies(i.e AgForce and NFF), local government champions, small business owners, PHN representatives and mental health clinicians to inform the content of the adaption of the SSA. Menzies will undertake training for Motivational Interviewing and App use for new <i>Trusted Advocate</i> positions and Financial Counsellors.

	<p>Stage two. Commissioning of new low intensity services</p> <p>WQPHN will develop a co-commissioning framework with the North Queensland RFCS and the South West RFCS to commission ‘trusted advocate’ positions as part of the existing RFCS programs within the WQPHN catchment communities. The MCP App will provide early intervention and assessment targeting RFCS clients and family who may be at risk of mental illness, and provide self-help and education, as well as referral to other clinical and General Practice services where indicated.</p>
<p>Risk Management</p>	<p>The activities above hold a moderate to high risk identified. A project management methodology will be applied to each of the activities outlines in the table with key deliverables and timeframes attached.</p> <p>Additionally, the activities will be managed in two phases being first phases related to co-design, testing in field, workforce capacity and second phase will relate to commissioning.</p> <p>WQPHN will negotiate with other PHN partners to ensure suitable IP arrangements with Menzies Research institute to ensure full and complete access to the APP and ongoing collaboration in the refinement and wider adaptation as necessary. Whilst the IP will remain with the Menzies, legal arrangements will ensure WQPHN (and other PHNs) have full and unfettered access to the APP for the purposes of rolling out the new low intensity program.</p> <p>The introduction of the MCP App will undertaken via an ‘Early Adoption Phase’ to ensure allow the necessary clinical integration of the nonclinical service within stepped care, further necessary App adaptations, training and development (Motivational Interviewing competency), role definition and other operational elements to inform wider commissioning as part of the 2nd year roll-out. There will be high visibility and collaboration across the PHC Clinical Governance networks and personnel, along with Menzies and nominated mental health partners to ensure satisfactory oversight an stewardship of this new low intensity service.</p>

Priority 2 – Capacity Building and upskilling	
Activity Title	General Practice Upskilling - enhancing capacity of local general practice networks to provide more comprehensive mental health support
Description of Activity	Undertake GP training (RACGP Level 2 Focused Psychological Strategies Training) and also AOD specific GP training; and also provide general practice-based training for Nursing staff and Aboriginal health workers in accredited mental health competency-based upskilling.
Target population cohort	Drought affected shires as identified by Federal and State Governments
Consultation/Collaboration/Communication	Engagement with Private general practice networks, HHS (s19.2 clinic's), RFDS and Aboriginal and Islander Community Controlled Health Services (AICCHSs).
Duration	Duration of the funding period 2018 – 2020.
Arrangements for prioritising funding allocation	<p>WQPHN has already established formal practice-based agreements with the majority of practices across the region. WQPHN has practice-based collaborative agreements in place with eight (8) practices and has previously offered GP Level 2 training, although there was poor uptake across the region. Consequently there remains significant scope to increase the number of GPs with L2 training and compliment this with additional upskilling in AOD GP training, particularly for reported risky drinking behaviours within rural and remote communities.</p> <p>Training objectives will promote uptake of the new telephone GP psychological therapy MBS item and respond to significant levels of GP support already being provided within general practice networks (*approx. 20% of WQ active general practice population have been diagnosed with a mental illness)</p> <p>*sic WQPHN QlikSense practice data.</p>
Method of delivery/engagement and targets	<p>GP Training</p> <ul style="list-style-type: none"> • RACGP Level 2 Focused Psychological Strategies Training • AOD GP Training <p>General Practice Upskilling</p>

	<ul style="list-style-type: none">• ACMHN Practice Nurse Modules• Orygen National Centre of Excellence in Youth Mental Health (Assessment and engagement of young people)
Risk Management	<p>The risk of this activity not being successful is rated as low on account of the significant work already underway through the practice support and mental health collaborative and strong partnerships with general practice networks. (including HHS operated and ACCHO practices).</p> <p>It should also be noted the General Practice training activities will also be integrated with other mental health and practice based support activities to leverage from this combined strategic investment and alignment.</p> <p>Additionally, the WQPHN will ensure an appropriate assessment of GP infrastructure, training and capability to enable uptake and utilisation of new Telehealth MBS GP psychological support.</p>

Priority 3 - Community Wellbeing Activities	
Activity Title	Community wellbeing activities - Strength based community events to promote awareness of local services, community inclusion and well-being, health promotion and improved mental health literacy.
Description of Activity	<p>Support tailored on-farm and small community activities linked to wellbeing and community engagement, with an emphasis on providing a funds pool to stimulate local collaboration and joint stewardship of activities.</p> <p>WQPHN will leverage from existing groups / organisations with demonstrated knowledge, connections and expertise.</p> <p>An eligibility criteria that seeks to ensure transparency and high value outcome measures, linked to identified community need and leverage from existing social support programs and capital. Community gatherings and events will also aim to provide opportunities for early identification of Mental Health issues and help seeking behaviours into the established stepped care services .</p>
Target population cohort	Drought affected shires as identified by Federal and State Governments
Consultation/Collaboration/Communication	<p>WQPHN has undertaken consultation with Regional LGAs including below-mentioned to determine the relative merit of incorporating this activity. Feedback to the WQPHN has indicated western towns are experiencing ‘training fatigue’ in relation to mental health 1st aid, and there is a preference for home-grown community engagement activities with well-being ‘field days’ on farm proving very popular. There have been a number of very successful and well attended on-farm events and these have also provided an opportunity for Mental health support personnel to create informal networks with individuals and families in hard to reach locations.</p> <ul style="list-style-type: none"> • RAPAD • Charleville Neighbourhood Centre • Quilpie, Balonne, Murweh and Bullo LGA’s • Wellness Networks • RFDS
Duration	Duration of the funding period 2018 – 2020.
Arrangements for prioritising funding allocation	Direct commissioning to LGA and / or other local community organisations with demonstrated experience and

	<p>community connections (i.e. RAPAD, Charleville Neighbourhood Centre).</p> <p>Very remote and isolated communities will be prioritised under this project activity.</p>
<p>Method of delivery/engagement and targets</p>	<p>The eligibility requirements will focus on supporting on-farm events, field days and family focused activities that provide the opportunity for hard to reach population segments to informally be introduced to service provider networks and services.</p> <ul style="list-style-type: none"> • Activities that foster community wellbeing and resilience, reduce stigma, raise awareness of mental health supports and encourage people who need mental health support to access services.
<p>Risk Management</p>	<p>The activities above have been assigned a low risk as there is strong interest (and demand) from entities with a established connections with rural and remote farming families. The WQPHN will seek to identify a limited number of organisations who are well positioned to promote. / administer the small grants initiative within defined regions (localities) experiencing severe drought.</p>

Priority 4 – Stakeholder Engagement and integration	
Activity Title	Western Queensland regional mental health roundtables - to support better access to care, coordination and collaboration in the planning and delivery of mental health services in drought affected rural remote communities
Description of Activity	<ol style="list-style-type: none"> 1. Implement a series of ‘roundtable’ discussions in collaboration with HHS partners, Rural Financial Counselling Service (RFCS) and Royal Flying Doctors service (RFDS) to promote inter-organisational advocacy and collaboration, strategic alignment and congruence of defined mental health service priorities in drought affected communities. 2. Enhancement of www.mycommunitydirectory.com.au (and diary) to support further customisation and tailoring as a result of collaboration to promote better access to information regarding mental health services and events.
Target population cohort	Drought affected shires as identified by Federal and State Governments
Consultation/Collaboration/Communication	<p>WQPHN has established formal partnerships with RAPAD, NQRFCs, SQRFCs, RFDS and partner HHSs within the SW and CW region. This joint approach has provided a foundation for wider support from the Queensland Mental health Alliance, Queensland Mental Health Commission, locally Commissioned service providers, Beyond Blue and other social care providers operating in drought affected areas of the region. Other key partners who have committed to support the roundtable approach include Queensland Ambulance Service, Queensland Police Service, Aboriginal and Islander Community Controlled Health Services (AICCHS) and local general practice networks.</p> <p>The Roundtables are being delivered across nominated *localities within Western Queensland and will inform providing alignment of PHN Commissioning approaches and joint planning during 2018 – 2020.</p> <p>There is strong support from regional partners to activate the roundtable discussions and progress a common understanding of strategic priorities, streamline service directories and approaches linked to configuring service responses to stepped care, understanding prevalence and enabling multidisciplinary team-based approaches and referral networks.</p>
Duration	Duration of the funding period 2018 – 2020.

<p>Arrangements for prioritising funding allocation</p>	<p>In the absence of roundtable discussions, there is a high likelihood of service fragmentation, siloism and complexity in referral pathways to care. The Commissioning activities of the WQPHN, combined with joint planning and development with Local Government and partner organisations (including HHS and RFDS) have highlighted the need to urgently support regional dialogue to promote greater clarity of roles, responsibilities and opportunities to improve services within and between providers on the ground.</p>
<p>Method of delivery/engagement and targets</p>	<p>A series of Round tables will be convened during 2018-19 and 2019-2020, ideally within regions that are relevant to place based commissioning localities of the WQPHN, taking into account the planning jurisdictions of the RFCS.</p> <p>The Roundtables will aim to bring a wide range of service providers and consumer representatives together in a consistent, facilitated critique of services, regional health intelligence, and stakeholder interests.</p> <p>Roundtable meetings will aim to share key outcomes and priorities across the region and inform a broader planning process that is aligned with the 5th National Mental Health Plan, including services for underserved and hard to reach populations.</p>
<p>Risk Management</p>	<p>There is strong support in both the concept of the round tables and the role of the PHN in facilitating these important events. The main risks are associated with ensuring / maintaining engagement with key interested parties and stakeholders, and to ensure active follow-up and implementation of agreed actions and priorities. To manage these risks existing partnerships across organisational peaks (and Local Government) will be strengthened, data sharing agreements will be put in place to inform health intelligence, and follow-up roundtables will report on progress.</p>

Priority 5 – Community Engagement and referral	
Activity Title	Community engagement, capacity building - supporting mental health literacy, warm referrals and linkage with provider networks in the Central West
Description of Activity	Support innovative community engagement through community mental health education, well-being and resilience focused activities to promote a deeper understanding of mental illness, promote greater community awareness of available mental health services, and undertake opportunistic early interventions with individuals and families, creating warm referrals across nominated communities within the RAPAD group.
Target population cohort	Winton, Barcoo, Longreach, Barcaldine, and Blackall Tambo
Consultation/Collaboration/Communication	WQPHN have consulted closely with the RAPAD Shires over the last 12 months and have supported the introduction of the Outback Futures mental health service across nominated communities. Through its commissioning process, the WQPHN has configured its mental health investments in line with stepped care and highlighted a need for complimentary low intensity / opportunistic community engagement activities linked to community reliance and mental health promotion, particularly in after hours.
Duration	Duration of the funding period 2018 – 2020.
Arrangements for prioritising funding allocation	Recent roundtable meetings in Longreach have identified early intervention and community engagement activities as important in building greater awareness of how to access mental health services and strengthening referral pathways and access to care. RAPAD represents some of Queensland’s most remote LGAs which have been impacted by severe drought for more than eight (8) years. Like most of WQ, the region has experienced high rural decline, loss of social capital and structural change over the last decade. There is evidence mental health stigma, poor service coordination and referral pathways, limited capacity within secondary schools, and reduced community resilience is impacting on early intervention and prevention, as well as maintaining recovery in these remote communities.
Method of delivery/engagement and targets	Outback Futures is relatively new not for profit philanthropic organisation that has uniquely customised its services to the Central west communities, and has been closely supported by the WQPHN and RAPAD, but also allocates its own philanthropic resources, sponsorship and funding to underwrite the visiting service to the Central

	<p>West. Outback Futures has developed a unique service delivery methodology that supports a comprehensive community engagement program with a range of activities linked to promoting awareness, education and well-being. Face to face events convened in the field, in café’s, schools and municipal buildings, on-farm including after hours and small group consultations are facilitated through an experience cohort of visiting mental health and allied health clinicians.</p> <p>With an emphasis on resilience, the program engaged through RAPAD links with the local Government, school chaplains, Well-Women’s group and places an emphasis on small business and farming families.</p> <p>The program will support a circuit of visitations across each of the Shires, promoting resilience, undertaking early assessment and interventions, and providing warm referrals. Providing an innovative low intensity service, Outback Futures existing commissioned contract (P3 and P5 activities) will be extended to support visiting circuits of the nominated shires including post visit telephone support to assist warm referrals into local mental health provider networks and general practice.</p>
Risk Management	<p>Outback Futures have already been commissioned to provide general psychological support and suicide prevention mental health services in the Central West and are well established and this activity is consider low risk. The additional support under the <i>Empowering our Communities</i> Program will safeguard planned activity and leverage from existing investment both through the WQPHN and other agencies.</p>