

# Nepean Blue Mountains - NMHSPA Bilateral PHN Program 2022/23 - 2026/27 Activity Summary View



## NAB-UAS - 0 - 2024-25 Universal Aftercare Services



### Activity Metadata

**Applicable Schedule \***

NMHSPA Bilateral PHN Program

**Activity Prefix \***

NAB-UAS

**Activity Number \***

0

**Activity Title \***

2024-25 Universal Aftercare Services

**Existing, Modified or New Activity \***

New Activity



### Activity Priorities and Description

**Program Key Priority Area \***

Other (please provide details)

**Other Program Key Priority Area Description**

Universal Aftercare - National Mental Health & Suicide Prevention Agreement & Bilateral PHN Program

**Aim of Activity \***

This activity will aim to support the implementation of aftercare services in the community within the NBM region that will assist individuals following a suicide attempt and/or suicidal crisis; and to ensure consistent and best practice services are delivered.

**Description of Activity \***

1. Commission a service provider to deliver aftercare services in the NBM region, through a staged approach, and in collaboration and partnership with the NBM LHD and the NSW Ministry of Health
2. Ensure the aftercare service meets the requirements of the service model specified by the NSW Ministry of Health, including improvements to the model in line with the principles of good aftercare
3. Implement other improvements to aftercare services that align with the Suicide Prevention and Response priorities of the

National Agreement. These may include the needs of identified priority population groups within the NBM region, increasing accessibility, developing services and programs in collaboration with people with lived experience, improving quality, building workforce competency, and addressing gaps, fragmentation, duplication and inefficiencies

## Needs Assessment Priorities \*

### Needs Assessment

Needs Assessment 2021/22 - 2023/24

#### Priorities

Priority	Page reference
Address high rates of suicide deaths and intentional self-harm hospitalisations	269
Address high suicide rates among Aboriginal and Torres Strait Islander people / culturally safe suicide prevention for Aboriginal people	273
Address lack of assertive aftercare when people are discharged from hospital after a suicide attempt.	275
Support an increase in service provision for suicide prevention, aftercare and postvention services that meet gaps in the region through community based, ambulatory care that are accessible and afford	286
Facilitate service Integration	296



## Activity Demographics

### Target Population Cohort

People who have accessed a healthcare service in or following a suicidal crisis and whose risk of suicide is identified as imminent.

### In Scope AOD Treatment Type \*

#### Indigenous Specific \*

No

#### Indigenous Specific Comments

### Coverage

#### Whole Region

No

SA3 Name	SA3 Code
Penrith	12403



## Activity Consultation and Collaboration

### Consultation

Consultation processes will be driven by the commissioned service as a part of the model of care development and localisation within the NBM region. This will include but not be limited to:

1. Stakeholder engagement - to identify needs and socialise the concept of aftercare services
2. Codesign - with consumers with lived experience to support a localisation of the model and services to best suit the needs of the region
3. Shared governance - between key stakeholders to drive implementation

### Collaboration

GPs,  
Other primary care mental health clinicians,  
LHD Mental Health services,  
Ambulance,  
Police,  
NGOs,  
Councils,  
Consumer and or community advisory committees,  
Consumers with lived experience,  
Data custodians



## Activity Milestone Details/Duration

### Activity Start Date

27/06/2023

### Activity End Date

29/06/2026

### Service Delivery Start Date

01 July 2024

### Service Delivery End Date

30 June 2026

### Other Relevant Milestones

Service provider successfully commissioned during planning and procurement cycle by 31 Dec 2023.

Service provider establishment phase 01 Jan - 30 Jun 2024

Service provider embedding and service delivery commencement phase commencing 01 Jul - 31 Dec 2024

Full implementation 01 Jan 2025 - 30 June 2026



## 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:** Yes

**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?**

No

**Decommissioning**

**Decommissioning details?**

**Co-design or co-commissioning comments**

Codesign will be implemented by the preferred commissioned service provider as a part of the model of care development and localisation prior to service commencement.

This service implementation is a component of the National Bilateral Agreement for Mental Health and Suicide Prevention, with the NSW Ministry of Health entering into a separate co-commissioning partnership agreement with NBMPHN and NBM LHD to co-commission aftercare services in the NBM region.



# NAB-HE - 0 - 2024-25 headspace Enhancement - Lithgow



## Activity Metadata

### Applicable Schedule \*

NMHSPA Bilateral PHN Program

### Activity Prefix \*

NAB-HE

### Activity Number \*

0

### Activity Title \*

2024-25 headspace Enhancement - Lithgow

### Existing, Modified or New Activity \*

Existing



## 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 \*

The headspace Lithgow satellite service provides evidence based early intervention mental health, alcohol and/or other drugs, physical and sexual health and vocational services for people 12-25 years of age. The satellite service is supported by headspace Bathurst who is the parent headspace service. Referrals can occur from any source, including self-referrals.

The enhancement of headspace services is intended to increase access to coordinated, multi-disciplinary care for young people aged 12-25 years old, as well as to improve workforce attraction and retention at headspace Lithgow. The implementation of headspace enhancement funding is not intended to add to, or change, the parameters of the headspace Model Integrity Framework (hMIF) and headspace Centre Service Model (collectively, the headspace model). This funding aims to enhance the capacity of headspace Lithgow to respond to local need in alignment with the headspace model.

### Description of Activity \*

The following list of enhancement initiatives are planned at headspace Lithgow in FY24-25:

- (a) Recruitment of additional clinical and non-clinical staff which may include identified positions reflective of community demographics
- (b) Professional development and upskilling of the current multi-disciplinary workforce at headspace Lithgow
- (d) Increase current community engagement and awareness activities
- (e) Improve the care coordination, referral pathways and service integration

with state-funded and other appropriate youth services in the Lithgow local government area.

## Needs Assessment Priorities \*

### Needs Assessment

Needs Assessment 2021/22 - 2023/24

#### Priorities

Priority	Page reference
Address the need for culturally appropriate Services	302
Broaden the scope of early intervention services to enhance access for people at risk of and with mental illness	286
Address high burden of mental health disorders among children and youth / inadequate service provision in psychiatry and mental health for children and youth	279
Address high proportion of young people have contemplated suicide or developed a suicide plan, and high rate of intentional self-harm hospitalisations among young people	272
Recognise of 'at-risk' populations and communities in service planning including: • Young people 25-34 yrs • LGBTIQ+ communities • Unemployed males • Older males • Persons separated from their relatives	274



## Activity Demographics

### Target Population Cohort

Young people aged 12-25 years of age.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

No

SA3 Name	SA3 Code
Bathurst	10301
Lithgow - Mudgee	10303



## Activity Consultation and Collaboration

### Consultation

NBMPHN partnered with Marathon Health the lead agency and headspace Bathurst to establish and continue to support the Satellite Service. Prior to establishment, consultations were held with key stakeholders including LHD Child and Youth Mental Health Services, young people, local high schools, local youth services, the local youth interagency, local council and allied health providers. These key stakeholders continue to be consulted as necessary to assist the lead agency in providing a locally relevant Satellite service. Key stakeholders provide in-kind services to the centre and/or sit on and have representation on the consortium for headspace Bathurst which also oversees headspace Lithgow. Local young people are also active members of the Youth Advisory Committee and advise the headspace centre from a youth perspective, as well as assist in recruitment, community events and guide promotional and key materials at the headspace centre. Similarly, friends and families of young people have an advisory committee that functions in the same way as the youth advisory committee.

These key stakeholders were and will be consulted throughout the planned activities for the enhancement funding.

### Collaboration

The headspace service was co-designed with the lead agency, local young people, local relevant youth services, high schools and local council, keeping in line with headspace National Guidelines. This was initially achieved through regular one on one or group consultations with stakeholders. Since then, key stakeholders are represented on the headspace Bathurst consortium and headspace Lithgow youth advisory committee and friends and family committee and will be consulted as needed for the planned activities for the enhancement funding.



## Activity Milestone Details/Duration

### Activity Start Date

30/04/2023

### Activity End Date

29/06/2026

### Service Delivery Start Date

01/07/2023

### Service Delivery End Date

30/06/2026

### 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?

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



# NAB-HE - 0 - 2024-25 headspace Enhancement - Hawkesbury



## Activity Metadata

### Applicable Schedule \*

NMHSPA Bilateral PHN Program

### Activity Prefix \*

NAB-HE

### Activity Number \*

0

### Activity Title \*

2024-25 headspace Enhancement - Hawkesbury

### Existing, Modified or New Activity \*

Existing



## 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 \*

The headspace Hawkesbury service newly opened in December 2023. The headspace Hawkesbury service provides evidence based early intervention mental health, alcohol and/or other drugs, physical and sexual health, and vocational services for people 12-25 years of age. Referrals can occur from any source, including self-referrals.

The enhancement of headspace services is intended to increase access to coordinated, multi-disciplinary care for young people aged 12-25 years old, as well as to improve workforce attraction and retention. The implementation of headspace enhancement funding is not intended to add to, or change, the parameters of the headspace Model Integrity Framework (hMIF) and headspace Centre Service Model (collectively, the headspace model). This funding aims to enhance the capacity of headspace Hawkesbury to respond to local need in alignment with the headspace model, with enhancement funding beginning in FY24-25.

### Description of Activity \*

The following list of enhancement initiatives are planned at headspace Hawkesbury in FY24-25:

- (a) Recruitment of additional clinical and non-clinical staff which may include identified positions reflective of community demographics
- (b) Professional development and upskilling of the then existing multi-disciplinary workforce at headspace Hawkesbury
- (c) Supplement salaries and increase remuneration for the then existing multi-disciplinary workforce at headspace Hawkesbury
- (d) Increase of any current community engagement and awareness activities

(e) Improve the care coordination, referral pathways and service integration with state-funded and other appropriate youth services in the Hawkesbury area.

## Needs Assessment Priorities \*

### Needs Assessment

Needs Assessment 2021/22 - 2023/24

#### Priorities

Priority	Page reference
Address the need for culturally appropriate Services	302
Broaden the scope of early intervention services to enhance access for people at risk of and with mental illness	286
Address high burden of mental health disorders among children and youth / inadequate service provision in psychiatry and mental health for children and youth	279
Address high proportion of young people have contemplated suicide or developed a suicide plan, and high rate of intentional self-harm hospitalisations among young people	272
Recognise of 'at-risk' populations and communities in service planning including: • Young people 25-34 yrs • LGBTIQ+ communities • Unemployed males • Older males • Persons separated from their relatives	274



## Activity Demographics

### Target Population Cohort

Young people aged 12-25 years old.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

### Coverage

#### Whole Region

No

SA3 Name	SA3 Code
Richmond - Windsor	12404
Hawkesbury	11503



## Activity Consultation and Collaboration

### Consultation

NBMPHN partnered with Uniting the lead agency to establish headspace Hawkesbury. Prior to establishment, consultations were held with key stakeholders including LHD Child and Youth Mental Health Services, young people, local high schools, local youth services, the local youth interagency, local council and allied health providers. Consultations were in the form of one on one interviews, face to face and online forums and groups, and online surveys.

These key stakeholders continue to be consulted as necessary to assist the lead agency in providing a locally relevant headspace service. Key stakeholders sit on and have representation on the consortium for headspace Hawkesbury which provides advice and in-kind services to the centre. Local young people are also active members of the Youth Advisory Committee and advise the headspace centre from a youth perspective, as well as assist in recruitment, community events and guide promotional and key materials at the headspace centre. Similarly, friends and families of young people have an advisory committee that functions in the same way as the youth advisory committee.

These key stakeholders were and will be consulted throughout the planned activities for the enhancement funding.

### Collaboration

The headspace service was co-designed with the lead agency, local young people, local relevant youth services, high schools and local council, keeping in line with headspace National Guidelines. These key stakeholders are represented on the headspace Hawkesbury consortium, Youth Advisory Committee and Friends and Family committee and will be collaborated with as needed for the planned activities for the enhancement funding.



## Activity Milestone Details/Duration

### Activity Start Date

30/04/2023

### Activity End Date

29/06/2026

### Service Delivery Start Date

01/07/2023

### Service Delivery End Date

30/06/2026

### 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?

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



## NAB-HE - 0 - 2024-25 headspace Enhancement - Katoomba



### Activity Metadata

**Applicable Schedule \***

NMHSPA Bilateral PHN Program

**Activity Prefix \***

NAB-HE

**Activity Number \***

0

**Activity Title \***

2024-25 headspace Enhancement - Katoomba

**Existing, Modified or New Activity \***

Existing



### 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 \***

The headspace Katoomba satellite service provides evidence based early intervention mental health, alcohol and/or other drugs and vocational services for people 12-25 years of age. The satellite service does not currently offer in house services for physical and sexual health due to the size of the centre, however it has close linkages with local GP practices and the local Women's service. The satellite service is supported by headspace Penrith who is the parent headspace service. Referrals can occur from any source, including self-referrals.

The enhancement of headspace services is intended to increase access to coordinated, multi-disciplinary care for young people aged 12-25 years old, as well as to improve workforce attraction and retention at headspace Katoomba. The implementation of headspace enhancement funding is not intended to add to, or change, the parameters of the headspace Model Integrity Framework (hMIF) and headspace Centre Service Model (collectively, the headspace model). This funding aims to enhance the capacity of headspace Katoomba to respond to local need in alignment with the headspace model.

**Description of Activity \***

The following list of enhancement initiatives are planned at headspace Katoomba in FY24-25:

(a) Recruitment of additional clinical and non-clinical staff which may include identified positions reflective of community demographics

(b) Professional development and upskilling of the current multi-disciplinary workforce at headspace Katoomba

- (c) Increase current community engagement and awareness activities
- (d) Improve the care coordination, referral pathways and service integration with state-funded and other appropriate youth services in the Nepean Blue Mountains areas.

**Needs Assessment Priorities \***

**Needs Assessment**

Needs Assessment 2021/22 - 2023/24

**Priorities**

Priority	Page reference
Address the need for culturally appropriate Services	302
Broaden the scope of early intervention services to enhance access for people at risk of and with mental illness	286
Address high burden of mental health disorders among children and youth / inadequate service provision in psychiatry and mental health for children and youth	279
Address high proportion of young people have contemplated suicide or developed a suicide plan, and high rate of intentional self-harm hospitalisations among young people	272
Recognise of 'at-risk' populations and communities in service planning including: <ul style="list-style-type: none"> <li>• Young people 25-34 yrs</li> <li>• LGBTIQ+ communities</li> <li>• Unemployed males</li> <li>• Older males</li> <li>• Persons separated from their relatives</li> </ul>	274



**Activity Demographics**

**Target Population Cohort**

Young people aged 12-25 years old.

**In Scope AOD Treatment Type \***

**Indigenous Specific \***

No

**Indigenous Specific Comments**

**Coverage**

**Whole Region**

No

SA3 Name	SA3 Code
Blue Mountains - South	12402
Blue Mountains	12401



## Activity Consultation and Collaboration

### Consultation

NBMPHN partnered with Uniting the lead agency and headspace Penrith to establish and continue to support the Satellite Service. Prior to establishment, consultations were held with key stakeholders including LHD Child and Youth Mental Health Services, young people, local high schools, local youth services, the local youth interagency, local council and allied health providers. These key stakeholders continue to be consulted as necessary to assist the lead agency in providing a locally relevant Satellite service. Key stakeholders sit on and have representation on the consortium for headspace Katoomba which provides advice and in-kind services to the centre. Local young people are also active members of the Youth Advisory Committee and advise the headspace centre from a youth perspective, as well as assist in recruitment, community events and guide promotional and key materials at the headspace centre. Similarly, friends and families of young people have an advisory committee that functions in the same way as the youth advisory committee.

These key stakeholders were and will be consulted throughout the planned activities for the enhancement funding.

### Collaboration

The headspace service was co-designed with the lead agency, local young people, local relevant youth services, high schools and local council, keeping in line with headspace National Guidelines. This was achieved initially through a round-table event and one on one or group consultations in 2019. Since then key stakeholders are represented on the headspace Katoomba consortium, youth advisory committee and friends and family committee and will be consulted as needed for the planned activities under the enhancement funding.



## Activity Milestone Details/Duration

### Activity Start Date

30/04/2023

### Activity End Date

29/06/2026

### Service Delivery Start Date

01/07/2023

### Service Delivery End Date

30/06/2026

### 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?

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?

Co-design or co-commissioning comments



# NAB-HE - 0 - 2024-25 headspace Enhancement - Penrith



## Activity Metadata

### Applicable Schedule \*

NMHSPA Bilateral PHN Program

### Activity Prefix \*

NAB-HE

### Activity Number \*

0

### Activity Title \*

2024-25 headspace Enhancement - Penrith

### Existing, Modified or New Activity \*

Existing



## 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 \*

The headspace Penrith service provides evidence based early intervention mental health, alcohol and/or other drugs, physical and sexual health, and vocational services for people 12-25 years of age. Referrals can occur from any source, including self-referrals.

The enhancement of headspace services is intended to increase access to coordinated, multi-disciplinary care for young people aged 12-25 years old, as well as to improve workforce attraction and retention at headspace Penrith. The implementation of headspace enhancement funding is not intended to add to, or change, the parameters of the headspace Model Integrity Framework (hMIF) and headspace Centre Service Model (collectively, the headspace model). This funding aims to enhance the capacity of headspace Penrith to respond to local need in alignment with the headspace model.

### Description of Activity \*

The following list of enhancement initiatives are planned at headspace Penrith in FY24-25:

- (a) Recruitment of additional clinical and non-clinical staff which may include identified positions reflective of community demographics
- (b) Professional development and upskilling of the current multi-disciplinary workforce at headspace Penrith
- (c) Increase current community engagement and awareness activities
- (d) Improve the care coordination, referral pathways and service integration with state-funded and other appropriate youth services in the Nepean Blue Mountains areas.

## Needs Assessment Priorities \*

### Needs Assessment

Needs Assessment 2021/22 - 2023/24

#### Priorities

Priority	Page reference
Address the need for culturally appropriate Services	302
Broaden the scope of early intervention services to enhance access for people at risk of and with mental illness	286
Address high burden of mental health disorders among children and youth / inadequate service provision in psychiatry and mental health for children and youth	279
Address high proportion of young people have contemplated suicide or developed a suicide plan, and high rate of intentional self-harm hospitalisations among young people	272
Recognise of 'at-risk' populations and communities in service planning including: • Young people 25-34 yrs • LGBTIQ+ communities • Unemployed males • Older males • Persons separated from their relat	274



### Activity Demographics

#### Target Population Cohort

Young people aged 12-15 years of age.

#### In Scope AOD Treatment Type \*

#### Indigenous Specific \*

No

#### Indigenous Specific Comments

#### Coverage

##### Whole Region

No

SA3 Name	SA3 Code
Penrith	12403
St Marys	12405



## Activity Consultation and Collaboration

### Consultation

NBMPHN partnered with Uniting the lead agency to establish headspace Penrith. Prior to establishment, consultations were held with key stakeholders including LHD Child and Youth Mental Health Services, young people, local high schools, local youth services, the local youth interagency, local council and allied health providers. These key stakeholders continue to be consulted as necessary to assist the lead agency in providing a locally relevant headspace service. Key stakeholders sit on and have representation on the consortium for headspace Penrith which provides advice and in-kind services to the centre. Local young people are also active members of the Youth Advisory Committee and advise the headspace centre from a youth perspective, as well as assist in recruitment, community events and guiding promotional and key materials at the headspace centre. Similarly, friends and families of young people have an advisory committee that functions in the same way as the youth advisory committee.

These key stakeholders were and will be consulted throughout the planned activities for the enhancement funding.

### Collaboration

The headspace service was co-designed with the lead agency, local young people, local relevant youth services, high schools and local council, keeping in line with headspace National Guidelines. These key stakeholders are represented on the headspace Penrith consortium, Youth Advisory Committee and Friends and Family committee and will be collaborated with as needed for the planned activities for the enhancement funding.



## Activity Milestone Details/Duration

### Activity Start Date

30/04/2023

### Activity End Date

29/06/2026

### Service Delivery Start Date

01/07/2023

### Service Delivery End Date

30/06/2026

### 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?

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



# NAB-H2H - 0 - 2024-25 Hawkesbury Head to Health Satellite



## Activity Metadata

### Applicable Schedule \*

NMHSPA Bilateral PHN Program

### Activity Prefix \*

NAB-H2H

### Activity Number \*

0

### Activity Title \*

2024-25 Hawkesbury Head to Health Satellite

### Existing, Modified or New Activity \*

Existing



## 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 \*

The Head to Health Satellite Hawkesbury will aim to:

- respond to people experiencing crisis or significant distress
- provide a central point to connect people to other services in the region through offering information and advice about mental health service navigation and referral pathways for individuals and their carers and family
- provide in-house assessment using the initial assessment and referral (IAR) decision support tool to connect people with the most appropriate services and
- provide evidence based and evidence informed immediate and short to medium term episodes of care including utilisation of digital mental health platforms.

This will be achieved by:

- operating under the defined model of care and guiding principles
- delivering high quality, safe and effective mental health care in an accessible, supportive and welcoming environment
- promoting the service broadly in the local community
- supporting initial assessment referral and service navigation using the IAR-DST
- Increasing access to local community mental health services including drop in and after hours access
- strengthening multidisciplinary and interdisciplinary approaches including between acute and community based mental health and alcohol and other drug services

- fostering collaboration and integration with services, including increased access to digital resources and therapies; and
- supporting continuity of care through primary care service including general practice

**Description of Activity \***

The Head to Health Satellite Hawkesbury service transitioned from the previous Head to Health Pop-Up service on 1 August 2023. The Satellite began operations from its own premises in December 2023 and will continue to embed its services into the local community through

1. Offering a highly visible and accessible "no wrong door" entry point for adults and their families to access information and services designed to empower support and improve their psychological health and well-being.
2. Providing access across extended hours to on the spot advice, support and care for immediate, short term up to medium term needs delivered by a multidisciplinary team health team providing discipline specific and interdisciplinary care including a trained peer support workforce, nursing and allied health without cost or prior appointment.
3. Providing a welcoming, compassionate and safe environment that is inclusive for all people accessing services or supports that are trauma-informed, person-centred and recovery-focused.
4. Providing intervention and support that reduces the need for emergency department attendances.
5. Utilising the Head to Health Initial Assessment and Referral Decision support tool (IAR-DST) within the initial assessment.
6. Working with the referral pathway through the National Head to Health 1800 Initial Assessment and Referral Intake phone service including the integration at a local level with the NBMPHN IAR Clinical intake service
7. Applying a stepped care approach to service navigation
8. Supporting people to connect to pathways of care through integration with longer term existing community mental health services where appropriate, local PHN commissioned services, or GP's and Local Health District funded services, as required.

**Needs Assessment Priorities \***

**Needs Assessment**

Needs Assessment 2021/22 - 2023/24

**Priorities**

Priority	Page reference
Address high rates of mental health disorder hospitalisations	278
Broaden the scope of early intervention services to enhance access for people at risk of and with mental illness	286
Address prevalence of diagnosed mental health disorders, including mild, moderate, and severe mental illness, and high prevalence of high or very high psychological distress among adults	277



**Activity Demographics**

**Target Population Cohort**

People 18 years and older experiencing psychological distress or crisis who could benefit from services suitable to those assessed at IAR levels 3&4 living, working or studying in the Hawkesbury LGA. Or, individuals seeking connection with mental health service who would benefit from warm referral and no wrong door approach.

**In Scope AOD Treatment Type \***

**Indigenous Specific \***

No

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

No

SA3 Name	SA3 Code
Richmond - Windsor	12404
Hawkesbury	11503

**Activity Consultation and Collaboration****Consultation**

Stakeholder engagement and consultation activities continue to be planned to support local governance and to refine the service model of care to support quality improvement initiatives. This will be achieved through

- individuals and groups of people with lived experience
- community forums
- co-design activities.
- consumer feedback, both formal and informal
- committees that support operations and governance
- workshops
- surveys
- participation in sector related collaboration meetings and committees

**Collaboration**

Stakeholders include but are not limited to:

- consumers, carers including those with lived experience,
- mental health clinicians, including nurses, psychologists, psychiatrists, social workers
- mental health peer workers
- primary care, including GPs and allied health
- mental health community organisations and non-government organisations,
- Aboriginal and Torres Strait Islander community
- CALD community
- underserved and hard to reach groups including lesbian, gay, bisexual, transgender, intersex, or queer (LGBTIQ) communities
- and other relevant key stakeholders
- NBM LHD



## Activity Milestone Details/Duration

### Activity Start Date

06/08/2021

### Activity End Date

29/06/2026

### Service Delivery Start Date

01/08/2023

### Service Delivery End Date

30/06/2026

### Other Relevant Milestones

Premises secured April 2023 however, delays in fit out and council approvals etc. saw premises utilized for public access from December 2024 onwards.



## 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?

No

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

No

Decommissioning

No

Decommissioning details?

na

Co-design or co-commissioning comments

na



## NAB-H2H - 9 - 2024-25 Penrith Adult Mental Health Centre



### Activity Metadata

**Applicable Schedule \***

NMHSPA Bilateral PHN Program

**Activity Prefix \***

NAB-H2H

**Activity Number \***

9

**Activity Title \***

2024-25 Penrith Adult Mental Health Centre

**Existing, Modified or New Activity \***

Existing



### 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 \***

The Penrith Adult Mental Health Centre will aim to:

- respond to people experiencing crisis or significant distress
- provide a central point to connect people to other services in the region through offering information and advice about mental health service navigation and referral pathways for individuals and their carers and family
- provide in-house assessment using the initial assessment and referral (IAR) decision support tool to connect people with the most appropriate services and
- provide evidence based and evidence informed immediate and short to medium term episodes of care including utilisation of digital mental health platforms

This will be achieved by:

- operating under the defined model of care and guiding principles
- delivering high quality, safe and effective mental health care in an accessible, supportive and welcoming environment
- promoting the service broadly in the local community
- supporting initial assessment referral and service navigation using the IAR-DST
- Increasing access to local community mental health services including drop in and after hours access
- strengthening multidisciplinary and interdisciplinary approaches including between acute and community based mental health and alcohol and other drug services

- fostering collaboration and integration with services, including increased access to digital resources and therapies; and
- supporting continuity of care through primary care service including general practice

**Description of Activity \***

The Penrith Adult Mental Health Service will:

1. Offer a highly visible and accessible "no wrong door" entry point for adults and their families to access information and services designed to empower support and improve their psychological health and well-being.
2. Provide access across extended hours to on the spot advice, support and care for immediate, short term up to medium term needs delivered by a multidisciplinary team health team providing discipline specific and interdisciplinary care including a trained peer support workforce, nursing and allied health without cost or prior appointment.
3. Provide a welcoming, compassionate and safe environment that is inclusive for all people accessing services or supports that are trauma-informed, person-centred and recovery-focused.
4. Provide intervention and support that reduces the need for emergency department attendances.
5. Utilise the Head to Health Initial Assessment and Referral Decision support tool (IAR-DST) within the initial assessment.
6. Work with the referral pathway through the National Head to Health 1800 Initial Assessment and Referral Intake phone service including the integration at a local level with the NBMPHN IAR Clinical intake service
7. Apply a stepped care approach to service navigation
8. Support people to connect to pathways of care through integration with longer term existing community mental health services where appropriate, local PHN commissioned services, or GP's and Local Health District funded services, as required.

**Needs Assessment Priorities \***

**Needs Assessment**

Needs Assessment 2021/22 - 2023/24

**Priorities**

Priority	Page reference
Address high rates of mental health disorder hospitalisations	278
Broaden the scope of early intervention services to enhance access for people at risk of and with mental illness	286
Address prevalence of diagnosed mental health disorders, including mild, moderate, and severe mental illness, and high prevalence of high or very high psychological distress among adults	277



**Activity Demographics**

**Target Population Cohort**

Adults (over 18 years) who are experiencing psychological crisis or significant distress including those at heightened risk of suicide, their families and carers. All other people who require assistance in connecting to services by providing a central point of connection and warm referral pathways. No wrong door approach, stepped model of care.

**In Scope AOD Treatment Type \***

**Indigenous Specific \***

No

## Indigenous Specific Comments

### Coverage

#### Whole Region

No

SA3 Name	SA3 Code
Penrith	12403



## Activity Consultation and Collaboration

### Consultation

Stakeholder engagement and consultation activities continue to be planned to support local governance and to refine the service model of care to support quality improvement initiatives. This will be achieved through

- individuals and groups of people with lived experience
- community forums
- co-design activities.
- consumer feedback, both formal and informal
- committees that support operations and governance
- workshops
- surveys
- participation in sector related collaboration meetings and committees

### Collaboration

Stakeholders include but are not limited to:

- consumers, carers including those with lived experience,
- mental health clinicians, including nurses, psychologists, psychiatrists, social workers
- mental health peer workers
- primary care, including GPs and allied health
- mental health community organisations and non-government organisations,
- Aboriginal and Torres Strait Islander community
- CALD community
- underserved and hard to reach groups including lesbian, gay, bisexual, transgender, intersex, or queer (LGBTIQ) communities
- and other relevant key stakeholders
- NBM LHD



## Activity Milestone Details/Duration

### Activity Start Date

31/12/2020

### Activity End Date

29/06/2026

**Service Delivery Start Date**

December 2021

**Service Delivery End Date**

30 June 2026

**Other Relevant Milestones**

Service implementation as planned will continue through this reporting cycle by the commissioned service provider Neami National.

This will include continued integration of care with the NBM LHD Safe Haven which is collocated within the Penrith Head to Health Service. The Safe Haven is a NSW Health Towards Zero Suicide initiative that provides a calm, culturally sensitive and non-clinical alternative to hospital emergency departments, for people experiencing distress or suicidal thoughts.



**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?**

**Co-design or co-commissioning comments**

Extensive co-design was undertaken with the community to design the AMHC once the preferred provider was selected to ensure the design of the Centre and workflow matched consumer needs.