

# Country SA - Headspace Demand Management and Enhancement 2024/25 - 2027/28 Activity Summary View



## WTRP - 1 - headspace Wait Time Reduction Program



### Activity Metadata

**Applicable Schedule \***

Headspace Demand Management and Enhancement

**Activity Prefix \***

WTRP

**Activity Number \***

1

**Activity Title \***

headspace Wait Time Reduction Program

**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

**Aim of Activity \***

To reduce wait time and improve demand management at identified headspace services that are experiencing high wait times. to increase access for young people aged 12 to 25 years to high quality youth friendly mental health support.

The aim of this activity is to address demand and wait list management at headspace services identified as highest need.

Improve access to youth specific mental health care delivery particularly for young people on the Eyre Peninsula in line with headspace new service implementation guidelines.

**Description of Activity \***

Results expected to be achieved within planning period are improved wait times for young people with the highest need, including a focus on reducing wait times at the headspace service, as a result of a range of targeted initiatives.

Young people within key regional locations (Whyalla), will have increased access and decreased wait times within the headspace Centre through the following evidenced based strategies:

1. Increased workforce to address demand
2. Targeted intervention clinics to provide (up to 6 session sessions) for client who are on waitlist two
3. Improvements to triage/intake process via use of the electronic headspace Holistic Assessment Tool (ehHAT)
4. Support to embed models of care: -
  - a. professional development opportunities, single sessions therapy and solution focused therapy.
  - b. Trialling Orygen's Brief Intervention Toolkit to reduce wait time two

## Needs Assessment Priorities \*

### Needs Assessment

Country SA PHN-Needs Assessment 2025-2028 (Nov 2024)

#### Priorities

Priority	Page reference
Early intervention and prevention mental health services that are accessible for rural and remote populations	187
Mental health services are accessible to support the wellbeing of children and youth	187



## Activity Demographics

### Target Population Cohort

Children and young people aged 12-25 with, or at risk of mental illness (including those with severe mental illness who are being managed in primary care), particularly young people with more complex care needs, in high need locations.

### Indigenous Specific \*

No

### Coverage

#### Whole Region

No

SA3 Name	SA3 Code
Eyre Peninsula and South West	40601



## Activity Consultation and Collaboration

### Consultation

The stakeholders involved in designing and implementing the activity include current clients, who will offer valuable feedback based on lived experience to shape a relevant and youth-friendly approach; the headspace Youth Reference Group, which will

co-design the activity to ensure it authentically reflects young people's voices and needs; Aboriginal Community Controlled Organisations (ACCOs), who will ensure cultural safety, provide guidance on culturally appropriate practices, and help connect the activity with Aboriginal communities; and the Local Government, which may support community engagement, promotion and alignment with the broader local youth initiatives. Together, these stakeholders will ensure the activity is inclusive, effective, culturally appropriate, and community-driven. Additionally, headspace national and the Local health networks provide strategic input and guidance.

### Collaboration

#### 1. Current Clients (for feedback)

Current headspace clients will play a vital consultative role. Their lived experiences will inform service design, ensuring it is relevant, youth-friendly, and responsive to the real needs of young people accessing services. Their feedback will help shape both the content and delivery methods of the activity.

#### 2. headspace Youth Reference Group

The headspace Youth Reference Group (YRG) will act as key co-design partners. They will actively contribute ideas, validate proposed approaches, and provide insight into youth preferences and cultural appropriateness. Their input ensures the activity remains youth-led and authentically represents the voices of young people.

#### 3. Local Health Network

The Local Health Network and the wider youth mental health services will be engaged throughout the planning and implementation stages to ensure awareness and alignment with active service coordination and shared care arrangements or escalation pathways. They will assist in identifying and communicating any alternative or additional supports for young people, ensuring collaborative continuity of care.

#### 4. headspace National

Collaborates and provides strategic guidance for PHN's and lead agencies to ensure that enhancements to services meets the requirements of the headspace Trademark Licence Deed, headspace National facility guidelines and headspace Model Integrity Framework.

#### 5. Aboriginal Community Controlled Organisations (ACCOs)

ACCOs will play a key role in ensuring cultural safety and relevance for Aboriginal and Torres Strait Islander young people. They can offer guidance on culturally appropriate environments, assist with community engagement, and contribute to co-design to ensure the activity reflects the needs, values, and strengths of Indigenous communities.



## Activity Milestone Details/Duration

### Activity Start Date

30/06/2020

### Activity End Date

30/06/2025

### Service Delivery Start Date

### Service Delivery End Date

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## 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:** Yes  
**Open Tender:** No  
**Expression Of Interest (EOI):** No  
**Other Approach (please provide details):** Yes

**Is this activity being co-designed?**

Yes

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

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

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

**Decommissioning**

**Decommissioning details?**

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

The activity will be co-designed with the centre's Youth Reference Group, priority groups, local schools, Aboriginal Community Controlled Organisations, and other relevant community partners in Whyalla to ensure diverse input and meaningful engagement across the region.



## BCC - 1 - headspace Building Cultural Capability



### Activity Metadata

**Applicable Schedule \***

Headspace Demand Management and Enhancement

**Activity Prefix \***

BCC

**Activity Number \***

1

**Activity Title \***

headspace Building Cultural Capability

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

New Activity



### Activity Priorities and Description

**Program Key Priority Area \***

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

**Aim of Activity \***

To build the cultural capacity of headspace services in Country SA and improve access and provide better support for young people from priority groups including but not limited to those from First Nations, LGBTIQ and Culturally and Linguistically Diverse (CALD) communities.

The provision of culturally safe and accessible services, guided by evidence-based research and community consultation to support the social and emotional wellbeing of young people and communities. This activity aims to boost the physical capacity of services and enhance accessibility of services for young people, particularly those from First Nations, LGBTIQ+ and CALD communities.

**Description of Activity \***

headspace Port Augusta

Will focus on activity that supports the engagement of young Aboriginal people via increased recruitment of Aboriginal and Torres Strait Islander staff and the embedding of new roles 'cultural engagement officers' within this headspace centre, the centre will:

1. Improve the cultural safety and responsiveness of all headspace Port Augusta activity
2. Grow and maintain links with the traditional owners – Barngarla and Nukunu people
3. Connect with traditional owners of Aboriginal people who are in Port Augusta, but not traditional owners are in other areas
4. Increase connection of headspace services with the broader service sector that support Aboriginal young people
5. Increase awareness and access of headspace services via service promotion and community engagement

6. Connect headspace to cultural activities such as “return to country and assist young people identify funding for return to country opportunities
7. Make connections to Ngangkari (traditional healers) to support two-way care options
8. Identify opportunities to connect with culture
9. Increase confidence of non-Aboriginal staff when working with young Aboriginal people and their families through the building of cultural awareness and capacity of the non-Aboriginal staff
10. Facilitate joint appointments with headspace staff to both support Aboriginal young people and improve the skills of the staff.

## Needs Assessment Priorities \*

### Needs Assessment

Country SA PHN-Needs Assessment 2025-2028 (Nov 2024)

#### Priorities

Priority	Page reference
Early intervention and prevention mental health services that are accessible for rural and remote populations	187
Mental health services are accessible to support the wellbeing of children and youth	187
Culturally appropriate health services	183



## Activity Demographics

### Target Population Cohort

Children and young people aged 12-25 living in country South Australia, with a priority focus on young people from First Nations, LGBTIQ and CALD communities.

### Indigenous Specific \*

No

### Coverage

#### Whole Region

No

SA3 Name	SA3 Code
Outback - North and East	40602



## Activity Consultation and Collaboration

### Consultation

### Collaboration



## Activity Milestone Details/Duration

### Activity Start Date

01/07/2024

### Activity End Date

31/12/2027

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## 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:** Yes

**Open Tender:** No

**Expression Of Interest (EOI):** No

**Other Approach (please provide details):** Yes

Is this activity being co-designed?

Yes

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

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

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

**Decommissioning**

**Decommissioning details?**

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

Activity will be codesigned with the centres Youth Reference Group and young First Nations people living in Port Augusta and surrounds.

Elders and community will play a lead role in supporting further integration of traditional healing and return to country activities.

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## CEI - 1 - headspace Capital Enhancement and Infrastructure



### Activity Metadata

**Applicable Schedule \***

Headspace Demand Management and Enhancement

**Activity Prefix \***

CEI

**Activity Number \***

1

**Activity Title \***

headspace Capital Enhancement and Infrastructure

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

New Activity



### Activity Priorities and Description

**Program Key Priority Area \***

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

**Aim of Activity \***

To enhance the quality of service, improve access to services and support headspace services by appropriately accommodating current and future staffing needs at headspace sites identified as highest need.

This activity aims to ensure contemporary, safe and suitable sites via approved capital enhancement and infrastructure activity which will enhance and modernise headspace premises in alignment with the headspace model.

Enhancements are inclusive of repairs or upgrades, increasing building size, enhancing layout to accommodate requirements of current and future staffing needs, upgrading or replacing equipment and furnishings and/or relocating services.

**Description of Activity \***

headspace centres in Port Augusta, Berri and Mount Gambier where successful in Round 5 of this grant opportunity and will update and refresh sites with a range of approved activity as per below:

Internal enhancements:

1. Ensuring there is a welcoming environment for young people and enhancing the functionality of the service by repairs and or replacements to flooring, painting, replacing window dressings and furniture.
2. Increasing the accessibility of services by the installation of access ramp, upgrade to amenities and a reconfiguration of internal layout for one centre

External enhancements:

1. Improved access by repaving entrances and installation of automatic doors and new street signage
2. Enhanced safety with installation of privacy screening, window privacy films and alarm systems
3. Increased cultural safety and appropriateness with installation of privacy fencing for outdoor cultural consulting and yarning spaces

## Needs Assessment Priorities \*

### Needs Assessment

Country SA PHN-Needs Assessment 2025-2028 (Nov 2024)

#### Priorities

Priority	Page reference
Early intervention and prevention mental health services that are accessible for rural and remote populations	187
Mental health services are accessible to support the wellbeing of children and youth	187



## Activity Demographics

### Target Population Cohort

Children and young people aged 12-25 with, or at risk of mental illness living in Country South Australia.

### Indigenous Specific \*

No

### Coverage

#### Whole Region

No

SA3 Name	SA3 Code
Outback - North and East	40602
Limestone Coast	40702
Murray and Mallee	40703



## Activity Consultation and Collaboration

### Consultation

The stakeholders involved in designing and implementing the activity include current clients, who will offer valuable feedback based on lived experience to shape a relevant and youth-friendly approach; the headspace Youth Reference Group, which will co-design the activity to ensure it authentically reflects young people's voices and needs; Aboriginal Community Controlled

Organisations (ACCOs), who will ensure cultural safety, provide guidance on culturally appropriate practices, and help connect the activity with Aboriginal communities; and the Local Government, which may support community engagement, promotion, local planning and building regulation, and alignment with local youth initiatives. Together, these stakeholders will ensure the activity is inclusive, effective, culturally appropriate, and community-driven. Additionally, headspace national and the Local health networks provide strategic input and guidance.

### **Collaboration**

#### **1. Current Clients (for feedback)**

Current headspace clients will play a vital consultative role. Their lived experiences will inform the design of the activity, ensuring it is relevant, youth-friendly, and responsive to the real needs of young people accessing services. Their feedback will help shape both the content and delivery methods of the activity.

#### **2. headspace Youth Reference Group**

The headspace Youth Reference Group (YRG) will act as key co-design partners. They will actively contribute ideas, validate proposed approaches, and provide insight into youth preferences and cultural appropriateness. Their input ensures the activity remains youth-led and authentically represents the voices of young people.

#### **3. Local Health Network**

The Local Health Network will be consulted throughout the planning and implementation stages to ensure awareness of the upgrades and alignment with service coordination. They will be informed of any temporary service disruptions during site upgrades and will assist in identifying and communicating any alternative or additional support spaces that clients may have access to during this period, ensuring continuity of care.

#### **4. Local Government**

The local councils in each region will play a critical role in supporting infrastructure and capital works associated with the activity. This includes providing approvals and sign-off for any building works, renovations, or facility upgrades. Their involvement ensures compliance with local planning and building regulations, and they may also assist in facilitating access to appropriate community infrastructure for service delivery.

#### **5. headspace National**

Collaborates and provides strategic guidance for PHN's and lead agencies to ensure that enhancements at the sites meets the requirements of the headspace Trademark Licence Deed, headspace National facility guidelines and headspace Model Integrity Framework.

#### **6. Aboriginal Community Controlled Organisations (ACCOs)**

ACCOs will play a key role in ensuring cultural safety and relevance for Aboriginal and Torres Strait Islander young people. They can offer guidance on culturally appropriate environments, assist with community engagement, and contribute to co-design to ensure the activity reflects the needs, values, and strengths of Indigenous communities.



### **Activity Milestone Details/Duration**

#### **Activity Start Date**

01/07/2024

#### **Activity End Date**

30/12/2027

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## 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:** Yes

**Open Tender:** No

**Expression Of Interest (EOI):** No

**Other Approach (please provide details):** Yes

**Is this activity being co-designed?**

Yes

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

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

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

**Decommissioning**

**Decommissioning details?**

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

The activity will be co-designed with the centre's Youth Reference Group, priority groups, local schools, Aboriginal Community Controlled Organisations, and other relevant community partners in Port Augusta, Berri, and Mount Gambier to ensure diverse input and meaningful engagement across the region.