



WA Primary Health Alliance PHN Headspace Demand Management and Enhancement Perth North 2024/25 - 2027/28 Activity Summary View

**Approved by the Australian Government Department of Health, Disability and
Ageing, August 2025**



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CEI 2000 - Capital Enhancement and Infrastructure



Activity Metadata

Applicable Schedule

Headspace Demand Management and Enhancement - Perth North

Activity Prefix

CEI

Activity Number

2000

Activity Title

CEI 2000 - Capital Enhancement and Infrastructure

Existing, Modified or New Activity

New Activity



Activity Priorities and Description

Program Key Priority Area

Mental Health

Aim of Activity

The aim of the headspace activity is to provide young people, aged 12-25 years, with access to a suite of integrated, culturally appropriate services to holistically address their mental health and wellbeing. The headspace Enhancement funding will be used to modernise and improve headspace premises and build service capacity.

Description of Activity

The headspace enhancement funding is being utilised to expand the headspace service's capacity to respond to local need, within the parameters of the headspace Model Integrity Framework.

headspace Joondalup will utilise the funds to:

- integrate security system and duress upgrade.
- upgrade IT hardware and operating system.
- design, develop and install an edible green wall, created in conjunction with the Youth Reference Group.
- supply ergonomic office chairs and adjustable sit/stand desks will provide staff flexible options to ergonomically adapt their workspace to meet individual requirements.
- upgrade the centre facilities including internal painting, bathroom upgrades and replacement of faded and broken blinds

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2025-2027

Priorities

Priority	Page reference
Enable access to safe, quality and culturally appropriate primary mental health care for young people experiencing mental health issues (Metro).	27
Enable timely access to community-based support services and primary mental health care for people experiencing anxiety, depression, psychological distress or engaging in self-harm (Metro)	9



Activity Demographics

Target Population Cohort

Young people aged 12-25 years

Indigenous Specific

No

Coverage

Whole Region

No

SA3 Name	SA3 Code
Joondalup	50501



Activity Consultation and Collaboration

Consultation

headspace Joondalup actively involves young people and their families and friends in the development, implementation and evaluation of services.

Key stakeholders for this activity include:

- Young people aged 12-25 years
- Parents, family members and carers
- Commissioned service providers
- General practitioners and general practices
- Health Service Providers
- WA Mental Health Commission
- WA Department of Education
- Local mental health and social service providers

- Orygen
- Family Support Services

In addition to those listed above, the PHN consults and engages a variety of stakeholders to ensure that all commissioned services complement and add value to the impact and contribution of other mental health activity at a state, national and regional level. These include:

- Australian Government Department of Health, Disability and Ageing
- North Metropolitan Health Service
- Women and Newborn Health Service
- Child and Adolescent Health Service
- Royal Australian College of General Practitioners
- WA Local Governments
- Aboriginal Health Council of WA
- Aboriginal advisory groups
- Australian Medical Association (WA)
- Consumer and carer peak bodies and consumer associations.

Ongoing consultation and engagement activities will be conducted through a range of methods including face-to-face and group sessions, and online platforms

Collaboration

The PHN will continue to build on existing and new relationships to ensure the commissioning of effective and sustainable services for young people, building capacity, capability and integration across the sector, consolidating and strengthening care pathways within primary care, and involving young people and their families, where possible.

The role of the key stakeholders in the implementation of this service will be:

- General practitioners, who will assist to develop and strengthen referral pathways across primary care, and to specialist services where indicated.
- State-based Health Service Providers (Local Health Networks) will assist to strengthen partnerships, regional planning and clarify transition points into state-based services.
- Aboriginal Health Council of WA and Aboriginal Medical Services who will support and inform to promote and strengthen culturally appropriate and accessible primary mental health care services.



Activity Milestone Details/Duration

Activity Start Date

30/06/2019

Activity End Date

29/06/2027



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



Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Capital Enhancement and Infrastructure	\$0.00	\$206,872.65	\$206,872.64	\$0.00	\$0.00	\$413,745.29
Capital Enhancement and Infrastructure – Operational	\$0.00	\$19,961.40	\$19,961.39	\$0.00	\$0.00	\$39,922.79
Total	\$0.00	\$226,834.05	\$226,834.03	\$0.00	\$0.00	\$453,668.08

WTRP - 3000 - Wait Time Reduction Program



Activity Metadata

Applicable Schedule

Headspace Demand Management and Enhancement - Perth North

Activity Prefix

WTRP

Activity Number

3000

Activity Title

Wait Time Reduction Program

Existing, Modified or New Activity

New Activity



Activity Priorities and Description

Program Key Priority Area

Mental Health

Aim of Activity

To increase the efficiency and effectiveness of primary mental health services for young people aged 12 to 25 with, or at risk of, mental illness by:

- Improving data collection and reporting on headspace wait times.
- Improving access to and integration of primary mental health care services, to ensure young people with mental illness receive the right care in the right place at the right time by reducing wait times for clinical services at designated headspace centres for young people with the highest need.

Description of Activity

This activity is part of the headspace Wait Time Reduction Program which:

- Identifies existing headspace services experiencing high wait times for clinical services and develops and implements activities and initiatives to assist in reducing these wait times.
- Supports the long-term sustainability of the headspace program by improving access to services, appropriately managing demand, and improving the health outcomes of young people aged 12 to 25 with, or at risk of, mental illness, and their families.
- Increases access to clinical support through a dedicated online support service for young people in areas experiencing increased demand (provided by headspace National).
- Improves data collection and reporting on headspace wait times to support planning, research, and analysis of headspace service demand.

Perth North PHN (Primary Health Network) headspace Wait Time Reduction activity is a collaborative approach in partnership with headspace National and the relevant Lead Agencies. Initial priorities include:

- Improving data collection and reporting on headspace Joondalup's wait times to support planning, research, and analysis of headspace service demand.

- Seeking long-term solutions to accessibility by developing wait time reduction strategies for young people with and without additional funding options.
- Utilising headspace National's advice and resources to support demand management strategies including enhanced workforce and improved prioritisation and wait time reduction procedures.

The following activities will occur:

i. headspace Midland

- Employ 2.65 FTE of staff to introduce a designated walk-in clinic and engagement with high priority groups to:
 - o Allow timely support through the provision of a single session therapy (SST).
 - o Provide access for young people to SST immediately, or within several days.
 - o Reduce "no shows" and calls to triage.
 - o Provide backup support to clinic staff in the event of natural disaster requests, allowing clinic staff to be first responders to emergencies; and
 - o Develop partnerships and referral pathways for young people accessing walk ins to meet their diverse needs in a timely manner.
- Engage with local services including Koya Aboriginal Corporation and Indigo Junction to provide safe spaces to reach disengaged young people with unmet need, and reduce engagement barriers and provide services that meet their needs including low-barrier access to support onsite.

ii. headspace Osborne Park

- Employ a Single Session Therapy Clinician (1FTE) to implement a walk-in, single session therapy (SST) clinic which will:
 - o Allow young people the opportunity to engage immediately with a clinician, without the need to remain on a waitlist;
 - o Offer access to those clients with mild to moderate need, at times most accessible to clients including Saturdays and two evenings a week; and
 - o Be staffed by an appropriately skilled clinician, supporting the existing headspace team to focus on other young people with higher need and complexity.
 - Employ a dedicated Booking Coordinator (1FTE) to:
 - o Reduce administrative burden on clinicians;
 - o Monitor and manage diaries and room bookings to maximise resources; and
- Monitor and manage the referral waitlist to ensure young people awaiting supports are offered consultation as soon as possible.

Needs Assessment Priorities

Needs Assessment

WAPHA Needs Assessment 2025-2027

Priorities

Priority	Page reference
Enable access to safe, quality and culturally appropriate primary mental health care for young people experiencing mental health issues (Metro).	27



Activity Demographics

Target Population Cohort

Young people aged 12 –25.

Indigenous Specific

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Coverage
Whole Region

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Activity Milestone Details/Duration
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30/06/2019

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Activity Commissioning

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Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No


Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Wait Time Reduction Program	\$0.00	\$560,057.00	\$0.00	\$0.00	\$0.00	\$560,057.00
Wait Time Reduction Program – Operational	\$0.00	\$54,040.59	\$0.00	\$0.00	\$0.00	\$54,040.59
Total	\$0.00	\$614,097.59	\$0.00	\$0.00	\$0.00	\$614,097.59