

Mental Health Stepped Care Codesign – Mackay

42
attendees
from 24
organisations

Workshop summary

Northern Queensland Primary Health Network (NQPHN) was delighted to welcome local stakeholders to the Mackay Mental Health Stepped Care Codesign workshop on 22 March 2023.

Attendees provided valuable insights into what was working and not working within the current system and spent time reimagining how a future system could improve care for the communities we serve.

What you told us

Current state

- The system is difficult to navigate, and people are confused about what's available, the referral processes, and what services deliver once they reach them.
- There is a lack of processes and systems to enable client information sharing, or consistent and reliable provision of service information.
- Services have inflexible and inconsistent approaches to responding to a person's needs, with lengthy or multiple assessments.
- There is a lack of holistic approaches to care, particularly for people with co-occurring mental health and AOD concerns.
- There are long wait times, both for GPs and providers.
- Affordability of services prevents access.
- Housing insecurity is a huge challenge and barrier for people accessing help.

Future state

- Broaden referral pathways and access points beyond GPs.
- Greater collaboration and integration between providers, particularly when clients are transitioning in/out of service.
- Clearer pathways into services.
- More family inclusiveness across the whole journey.
- Support and care that is holistic and tailored to a person's range of needs, delivered where the person desires.
- Avoiding multiple assessments and re-telling of story.
- Improved knowledge and understanding by service providers and GPs about what is available.
- Greater continuity of care.
- More opportunities for peer and lived experience workforce.



Messages in a bottle

"Great session. Hoping some of the ideas are put into action. All working for the good of the consumer"

"Fantastic opportunity for community involvement - thank you"

"Actions into words"

"Working together needs to work better NOW not later"

"More of these events, more bringing our community and resources together and being a team and not working against each other is so so important!"