Mental Health Stepped Care Codesign – Townsville

Workshop summary

28 attendees from 20 organisations

Northern Queensland Primary Health Network (NQPHN) was delighted to welcome local stakeholders to the Townsville mental health stepped care codesign workshop on 16 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 complex at all points of engagement - knowing what's available, navigating referral processes, accessing supports, and transitioning on from supports.
- The system is inflexible and inconsistent in responding to a person's range of needs and there is a lack of holistic approaches to care.
- Wait times are an issue, and capacity cannot currently meet demand.
- Recruitment and retention of staff is a challenge, as is managing staff wellbeing.

Future state
- Referral options in addition to GPs.
- One entry point with clearer pathways into services and the whole journey explained on entry.
- Services and supports are holistic and responsive to a person's range of needs.
- Consistency in services, supports and workers.
- Increased flexibility in service delivery options.
- Increased collaboration between services including shared professional development.
- Transport options to access and continue with supports.
- Greater focus on early intervention.

47 not working / stop doing → **141 challenges / barriers** → **59 working well**

MESSAGES IN A BOTTLE

"Thank you for the opportunity to share challenges, barriers and possibilities. Excited to see where this leads."

"Let's be bold and remove the shackles of systems, organisational risk avoidance, and unnecessary constraints"

"There is a need for genuine authentic collaboration across all areas"

"Good cross section of the sector. Great discussions"

"Great work. Need more of these sessions to build partnerships and collaborations"