



Northern Queensland Primary Health Network

Activity Work Plan

headspace Demand Management and Enhancement

2023/24 – 2027/28

Updated September 2025



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



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Disclaimer

All activities captured in this Activity Work Plan are identified in the Joint Regional Needs Assessment conducted by Northern Queensland Primary Health Network and have been approved by the Department of Health, Disability, and Ageing.



WTRP – 1 – Wait Time Reduction Program

Activity priorities and description

Program key priority areas

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

Aim of activity

To increase access to headspace Townsville and headspace Cairns for young people aged 12 to 25 years of age in northern Queensland who are at risk of developing, or showing early signs of mental ill health, physical ill health, and/or alcohol and other drug problems, through use of funding to bolster services and workforce capacity in line with the guidance. This activity will develop and implement activities and initiatives aimed at improving data collection and reporting on wait times and supporting headspace Townsville and headspace Cairns to increase access to services by meeting growing demand and reducing wait times for these services.

Description of activity

Northern Queensland Primary Health Network (NQPHN) commissions lead organisations to deliver headspace services in Townsville and Cairns in alignment with headspace's model of care. headspace Townsville will recruit, employ, and train two full time Intake Clinicians to mature Single Session Therapy implementation and continue the reduction of 'Did Not Attend' (DNAs).

headspace Cairns will provide interim and low intensity interventions (brief interventions, single sessions) by way of a 1.0 Full Time Employee (FTE) to offer an alternative clinical pathway. This process aims to support an additional 15 young people per week of implementation.

NQPHN will ensure activity objectives with new and existing service providers are met through engagement of providers on a minimum quarterly basis to monitor service deliverables, outcomes, and compliance. Meetings will include opportunity to:

- obtain updates and discuss service performance indicators and reports
- understand service uptake, access issues, and opportunities for further service improvement.

