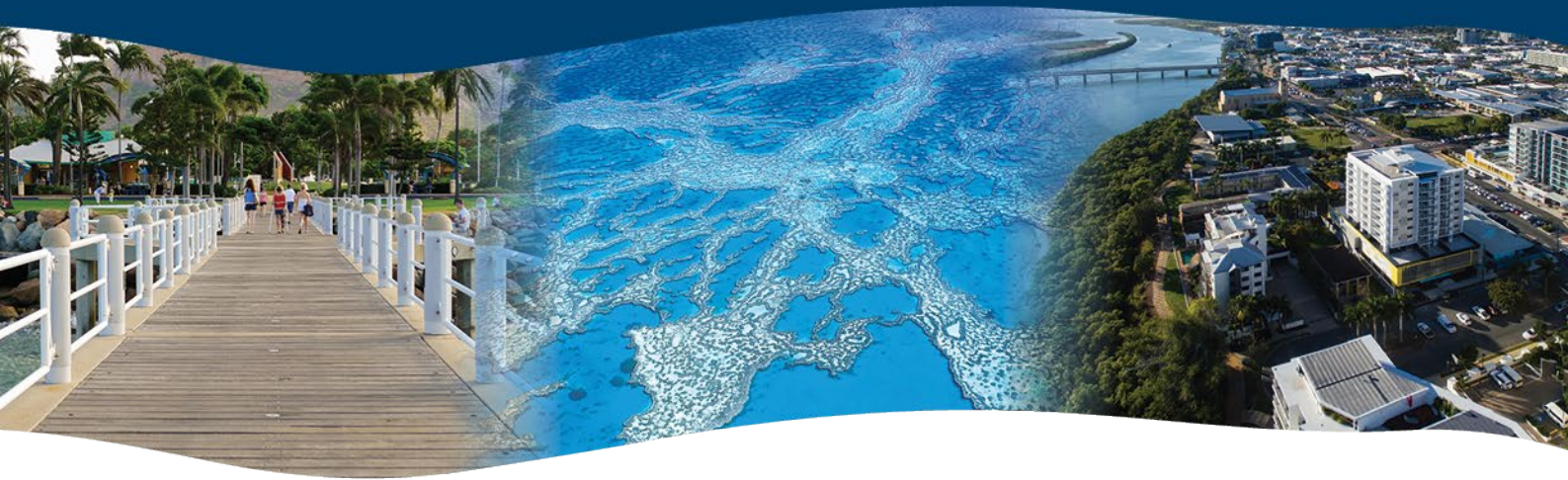




Northern Queensland Primary Health Network

Activity Work Plan

Headspace Demand Management and Enhancement

2025/26 – 2028/29

Updated August 2026



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

Activity priorities and description

Program key priority areas

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

Aim of activity

The aim of this activity is to increase timely access to headspace Townsville and headspace Cairns for young people aged 12–25 years by strengthening workforce capacity, intake pathways, and alternative service delivery models. This will support centres to meet growing demand, improve wait time monitoring, and reduce delays to care.

Description of activity

Northern Queensland Primary Health Network (NQPHN) commissions lead organisations to deliver headspace services in Townsville and Cairns, aligned with the headspace model of care.

headspace Townsville will recruit, employ and train two (2) full time Intake Clinicians to mature Single Session Therapy implementation and continue to reduce 'Did Not Attends' (DNAs).

headspace Cairns will provide interim and low intensity interventions (brief interventions, single session) by one 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.

