

North Coast - Headspace Demand Management and Enhancement 2025/26 - 2028/29 Activity Summary View



CEI - 1 - headspace - Capital Enhancement and Infrastructure



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

CEI

Activity Number *

1

Activity Title *

headspace - Capital Enhancement and Infrastructure

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

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

Other Program Key Priority Area Description**Aim of Activity ***

The headspace Demand Management and Enhancement Program is aimed at increasing access to headspace services and reducing wait times at headspace sites for people aged 12-25 years requiring mental health support across the North Coast region, This activity will align with the 'Australian Government Response to Contributing Lives, Thriving Communities – Review of Mental Health Programmes and Services' (the Response), and the guidance documents provided by the Department and headspace National.

Description of Activity *

The headspace Demand Management and Enhancement Program is aimed at:

1. increasing the efficiency and effectiveness of primary mental health services for young people aged 12 to 25 with, or at risk of,

mental illness; and

2. 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.

This activity is delivered in alignment with Stream Three for Capital Enhancement and Infrastructure.

Under this funding, headspace Centres will undertake capital enhancement and infrastructure works that will enhance the quality of service, improve access to services and support headspace services by appropriately accommodating current and future staffing needs.

The activity funding will be delivered through three headspace Centres.

Grafton headspace

Grafton headspace will upgrade IT equipment to support delivery of services under stream one and stream two.

Coffs Harbour headspace

Under this activity, Coffs Harbour headspace will enhance the quality of service, improve access to services and support headspace services by appropriately accommodating current and future staffing needs at headspace. Upgrades will include remodelling the reception desk area and providing a more welcoming and confidential space for young people attending the centre,

Tweed Heads headspace

headspace will enhance the quality of service, improve access to services and support headspace services by appropriately accommodating current and future staffing needs at headspace. Infrastructure work will include refurbishing the Centre, increasing site accessibility and increasing the capacity of the site, along with creating space for young people to engage.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2024/25 - 2026/27

Priorities

Priority	Page reference
Deliver mental health services by the appropriate modality of care and mode of contact to meet the needs of the client	148
Improve access to primary mental healthcare services	143
Enhance access to mental health services and reduce wait times, particularly for psychological therapies, to alleviate mental health issues	142



Activity Demographics

Target Population Cohort

12–25-year-olds

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Clarence Valley	10401
Tweed Valley	11203
Coffs Harbour	10402



Activity Consultation and Collaboration

Consultation

The approach to service models and subsequent commissioning activity was led by the outcomes of the ideas and insights of stakeholders, including people with lived experience and service providers across the region, including the Youth Advisory Committee.

Collaboration

The commissioned services will continue to collaborate with a wide range of health and social service providers to improve the care and coordination of services to meet the needs of young people.



Activity Milestone Details/Duration

Activity Start Date

01/07/2025

Activity End Date

30/06/2027

Service Delivery Start Date

01/07/2025

Service Delivery End Date

30/06/2027

Other Relevant Milestones



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

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

headspace centres continue to engage with young people across the region to ensure services are meeting locally relevant needs.



BCC - 1 - headspace - Building Cultural Capability



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

BCC

Activity Number *

1

Activity Title *

headspace - Building Cultural Capability

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

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

Other Program Key Priority Area Description**Aim of Activity ***

The headspace Demand Management and Enhancement Program is aimed at increasing access to headspace services and reducing wait times at headspace sites for people aged 12-25 years requiring mental health support across the North Coast region. This activity will align with the 'Australian Government Response to Contributing Lives, Thriving Communities – Review of Mental Health Programmes and Services' (the Response), and the guidance documents provided by the Department and headspace National.

Description of Activity *

The headspace Demand Management and Enhancement Program is aimed at :

1. increasing the efficiency and effectiveness of primary mental health services for young people aged 12 to 25 with, or at risk of, mental illness; and
2. 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.

This grant activity includes the delivery of the Building Cultural Capability Program, which will include implementation and administration of:

1. Employment of a SEWB worker.
2. A focus on enhancing service accessibility for First Nations young people, young people who live in rural and remote areas and

those with complex wellbeing need to reduce barriers, including stigma, cultural disconnect, and trust issues through culturally safe, relevant support.
The program activity will enable outreach and engagement ensuring young people feel welcomed and confidence in accessing timely support.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2024/25 - 2026/27

Priorities

Priority	Page reference
Facilitate opportunities for individuals and communities to participate in preventative health activities	146
Improve access to primary mental healthcare services	143
Enhance access to mental health services and reduce wait times, particularly for psychological therapies, to alleviate mental health issues	142



Activity Demographics

Target Population Cohort

12–25-year-olds

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Clarence Valley	10401



Activity Consultation and Collaboration

Consultation

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Collaboration

The commissioned services will continue to collaborate with a wide range of health and social service providers to improve the care and coordination of services to meet the needs of young people.



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Activity Start Date

01/07/2025

Activity End Date

30/06/2027

Service Delivery Start Date

01/07/2025

Service Delivery End Date

30/06/2027

Other Relevant Milestones



Activity Commissioning

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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

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No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments





WTRP - 1 - headspace - Wait Time Reduction



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

WTRP

Activity Number *

1

Activity Title *

headspace - Wait Time Reduction

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

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

Other Program Key Priority Area Description**Aim of Activity ***

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Description of Activity *

The headspace Demand Management and Enhancement Program is aimed at:

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Stream One: Wait Time Reduction has the purpose of addressing demand and ait list management at headspace services.

Under this activity, headspace Centres will deliver the following:

Grafton headspace will implement phase two if the Single Session Therapy Program (SST).

The Provider will retain existing clinically trained SST providers to continue to deliver SST care to young people at the Grafton headspace Centre. The SST program is working to further reduce wait times and reaching more young people across the region.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2024/25 - 2026/27

Priorities

Priority	Page reference
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Improve access to primary mental healthcare services	143
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Activity Demographics

Target Population Cohort

12–25-year-olds

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Clarence Valley	10401



Activity Consultation and Collaboration

Consultation

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20/06/2027

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01/07/2025

Service Delivery End Date

30/06/2027

Other Relevant Milestones



Activity Commissioning

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Continuing Service Provider / Contract Extension: No

Direct Engagement: Yes

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

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Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

