

South Eastern Melbourne - Headspace Demand Management and Enhancement

2025/26 - 2028/29

Activity Summary View



WTRP - 1 - WTRP1 2026 headspace Wait Time Reduction Program



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

WTRP

Activity Number *

1

Activity Title *

WTRP1 2026 headspace Wait Time Reduction Program

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 *

Address demand and wait list management at headspace services identified as highest need.

Description of Activity *

Additional funding will be utilised by three headspace sites to improve wait times in ways specific to each site.

headspace Malvern: introducing the Treat First model including recruiting, employing and training Peer Workers to support the model, improving the support provided by young people under the Treat First model, and assessing the success of the model through monitoring and reporting.

headspace Frankston: build first contact and triage capability, and expand the support for early career graduates and junior staff through:

- recruiting, employing and training a Senior Practitioner and a Senior Clinical Supervisor/Educator to expand the mentoring of early career graduates
- utilise a clinical practice buddy system to minimise the impact of ebbs and flows in case load through rotational cycles
- provide clinical governance support and increase capability to enhance the support and clinical skill development of junior staff
- implement a new senior duty worker function to facilitate daily operational oversight for junior staff, for secondary consultation, in session support, triage walk in or crisis presentations and external stakeholder engagement.

headspace Bentleigh/Elsternwick: continue employment of a Practice Lead, Grade 2 Clinician, Administrative Support and Art Therapist to support the Session-by-Session (S-by-S) program to:

- expand the S-by-S program by expanding the number of S-by-S appointments at both Elsternwick and Bentleigh sites
- increase support for parents, provide more after-hours appointments and running Tuning into Teens workshops for parents
- run Acceptance and Commitment therapy for 12-16 year old young people.

Additional information regarding services approach and consultations undertaken, commissioned services providers or communities, specific service delivery models/formats (eg group activities, individual support, face to face) and a description of the impact on the ground including what the activity means in a practical sense and anticipated outcomes and targets can be provided when program design has been undertaken.

Previously provided funding was utilised during 2024/2025 by the Elsternwick/Bentleigh headspace site to employ a clinical team to provide interventions to young people and their families building on headspace’s S-by-S model. This will reduce demand on Access as it will provide a service which will be offered within a timely and youth friendly environment.

SEMPHN Strategy 2023-2038: Path to Impact
Pillar 2: Consumer-focused healthcare
Pillar 3: Vibrant primary health services
Pillar 5: Innovation and system reform

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Deliver First Nations MH services as per expected outcomes	195
Improve accessibility of services after-hours	192
Increase support for consumers in need of low-intensity MH services	194



Activity Demographics

Target Population Cohort

Young people seeking low intensity mental health services in the 12-25 age group

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments**Coverage****Whole Region**

No

SA3 Name	SA3 Code
Stonnington - West	20606
Stonnington - East	20804
Glen Eira	20802
Frankston	21401
Mornington Peninsula	21402

**Activity Consultation and Collaboration****Consultation**

SEMPHN continues to collaborate and consult with key stakeholders (headspace National and listed headspace centres) as an ongoing function.

Ongoing communications occur between headspace National and SEMPHN regarding the rollout of activities and to ensure there is no duplication of new activities with existing headspace programs and services and to ensure fidelity with headspace model.

Collaboration

Ongoing communications will be conducted between the listed headspace centres and SEMPHN to monitor program delivery.

**Activity Milestone Details/Duration****Activity Start Date**

30/06/2021

Activity End Date

29/06/2027

Service Delivery Start Date

15/02/2022

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?

Yes

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

SEMPHN continues to collaborate and consult with stakeholders as an ongoing function.



BCC - 1 - BCC-1 2026 headspace Building Cultural Capacity



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

BCC

Activity Number *

1

Activity Title *

BCC-1 2026 headspace Building Cultural Capacity

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 ***

Build the cultural capacity of headspace services with a view to improving access and providing better support for young people from priority groups including but not limited to Aboriginal and Torres Strait Islander, LGBTQIA+ and Culturally and Linguistically Diverse (CALD) peoples.

Description of Activity *

New funding will be used by two headspace sites to undertake the following:

- headspace Frankston: the headspace site will recruit ,employ and train a multidisciplinary team to support the work of General Practitioners which will include an allied health clinician or mental health nurse (with LGBTQIA+ lived experience), a family peer worker and sexual health nurse. The headspace site will also provide training to staff working with LGBTQIA+ young people.
- headspace Dandenong: improve access for young people and their families from CALD communities by employing identified positions that will assist in reducing barriers to early help seeking and reducing the stigma associated with mental health. A culturally responsible practice advisor, multicultural mental health clinician and multicultural family peer worker will be recruited, employed and trained by the headspace site.

Additional information regarding services approach and consultations undertaken, commissioned services providers or communities, specific service delivery models/formats (eg group activities, individual support, face to face) and a description of the impact on the ground including what the activity means in a practical sense and anticipated outcomes and targets can be

provided when program design has been undertaken.

SEMPHN Strategy 2023-2038: Path to Impact

Pillar 2: Consumer-focused healthcare

Pillar 3: Vibrant primary health services

Pillar 5: Innovation and system reform

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Incorporate considerations of First Nations health inequities into service design	203
Increase support for consumers in need of low-intensity MH services	194
Develop effective service models for LGBTIQ+ community	201



Activity Demographics

Target Population Cohort

Young people from culturally or socially diverse backgrounds seeking mental health services, in the 12-25 age group

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Frankston	21401
Mornington Peninsula	21402
Dandenong	21204



Activity Consultation and Collaboration

Consultation

SEMPHN will collaborate and consult with key stakeholders (headspace National and listed headspace centres) as an ongoing function.

Ongoing communications occur between headspace National and SEMPHN regarding the rollout of activities and to ensure there is no duplication of new activities with existing headspace programs and services and to ensure fidelity with headspace model.

Collaboration

Ongoing communications will be conducted between the listed headspace centres and SEMPHN to monitor program delivery.



Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

29/06/2027

Service Delivery Start Date

15/02/2022

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?

Yes

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

SEMPHN continues to collaborate and consult with stakeholders as an ongoing function.



CEI - 1 - CEI-1 2026 headspace Demand Management and Infrastructure



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

CEI

Activity Number *

1

Activity Title *

CEI-1 2026 headspace Demand Management 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 ***

Enhance the quality of service, improve access to services and support headspace services by boosting physical capacity and accessibility, and appropriately accommodating current and future staffing needs at headspace sites identified as highest need.

Description of Activity *

FY 24/25 and FY25/26 funding have been provided to support enhancements to the Frankston and Narre Warren headspace sites to improve access to and experience of services provided to young people.

The funding will be used by the two sites to undertake the following:

- headspace Frankston funding will be used to undertake a fit out to include upgrades and streamline all workstations, IT equipment updates and headsets for increased need for phone-based work and purchase furniture and equipment.
- headspace Narre Warren funding will be used to undertake refurbishments associated with building additional rooms related to General Practitioners (GPs) meeting with young people and Intake and Brief Intervention teams, other building works related to increasing storage, reception, painting carpet, Service Room reconfiguration, vinyl installation, acoustics and electrical as well as purchasing furniture.

This funding will not be used to fund activities including establishing a new service, purchasing land or buildings, rental costs and subsidising general ongoing administration of an organisation such as electricity and phone.

Additional information regarding services approach and consultations undertaken, commissioned services providers or communities, specific service delivery models/formats (eg group activities, individual support, face to face) and a description of the impact on the ground including what the activity means in a practical sense and anticipated outcomes and targets can be provided on request.

Earlier funding has been utilised in 2024/2025 as follows.

The funding for the Pakenham headspace was utilised to allow it to co-locate at a new multidiscipline purpose council building. The relocation has been delayed and is expected to be completed by 30 June 2027.

The funding for Elsternwick was utilised to complete significant renovations to update the centre and improve access for young people.

headspace sites which were previously approved for Capital Improvement and their status are:

- Narre Warren –various building works on track to be completed by 30 June 2026
- Dandenong – successful relocation during 2024/2025 to a larger site
- Frankston –minor infrastructure updates completed during 2024/2025

SEMPHN Strategy 2023-2038: Path to Impact

Pillar 2: Consumer-focused healthcare

Pillar 3: Vibrant primary health services

Pillar 5: Innovation and system reform

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Deliver First Nations MH services as per expected outcomes	195
Increase support for consumers in need of low-intensity MH services	194



Activity Demographics

Target Population Cohort

Young people requiring low intensity mental health support in the 12-25 age group

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Glen Eira	20802
Cardinia	21201
Frankston	21401
Mornington Peninsula	21402
Dandenong	21204
Casey - North	21202
Casey - South	21203



Activity Consultation and Collaboration

Consultation

SEMPHN collaborates and consults with key stakeholders (headspace National and listed headspace centres) as an ongoing function.

Ongoing communications occur between headspace National and SEMPHN regarding the rollout of activities and to ensure there is no duplication of new activities with existing headspace programs and services and to ensure fidelity with headspace model and alignment with headspace facilities guidelines.

Collaboration

Ongoing communications will be conducted between the listed headspace centres and SEMPHN to monitor program delivery.



Activity Milestone Details/Duration

Activity Start Date

30/06/2021

Activity End Date

29/06/2027

Service Delivery Start Date

15/02/2022

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?

Yes

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

SEMPHN continues to collaborate and consult with stakeholders as an ongoing function.