

Better Care Together

Highlights

*A plan for Queensland's state-funded
mental health, alcohol and other
drug services to 2027*



**Queensland
Government**

Better Care Together Highlights

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Better Care Together: a plan for
Queensland's state-funded mental
health, alcohol and other drug
services to 2027*



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Acknowledgement of Country

Queensland Health acknowledges the Traditional and
Cultural custodians of the lands, waters and seas across
Queensland, pay our respects to Elders past and present,
and recognise the role of current and emerging leaders
in shaping a better health system. We recognise the
First Nations peoples in Queensland are both Aboriginal
peoples and Torres Strait Islander peoples, and support
the cultural knowledge, determination and commitment of
Aboriginal and Torres Strait Islander communities in caring
for the health and wellbeing of our peoples for millennia.

Recognition of lived experience

Queensland Health recognises people with lived
experience of mental illness, problematic alcohol and other
drug use, and/or mental health crisis and suicidality, their
families, carers and support persons. Their contribution to
driving and informing reforms to the mental health, alcohol
and other drug service system is critical and valued.

Minister's Foreword



Many Queenslanders experience mental illness, problematic alcohol and other drug use and mental health crisis over the course of their lives. The impact on individuals, families and communities cannot be underestimated.

Better Care Together will take forward many of the key recommendations and directions from the final report of the *Inquiry into the opportunities to improve mental health outcomes for Queenslanders*.

Over months of consultation the inquiry heard of the lived experience of individuals, family members and carers of people experiencing mental health issues. The Mental Health Select Committee made 57 recommendations that point to opportunities to improve our system of care and outcomes for Queenslanders.

The Palaszczuk Government listened and we've acted.

As part of the 2022–23 Budget, the Palaszczuk Government will invest a record additional \$1.645 billion over five years and capital investment of \$28.5 million to improve our MHAOD services and respond to the Inquiry.

Better Care Together was developed based on consultation with more than 500 stakeholders across our Hospital and Health Services, peak bodies, non-government organisations and people with lived experience. I am grateful for the contributions of everyone involved in developing this together.

Better Care Together builds on the vision of *Connecting Care to Recovery 2016–2021* for better connected MHAOD services for individuals, their families and communities, and extends the Palaszczuk Government's significant investment in Queensland's MHAOD system since 2015.

The reforms being driven through *Better Care Together* can only be achieved by working together with our partners—people with lived experience, their families, carers and significant others; service providers and other stakeholders across sectors; and communities across Queensland.

I look forward to working with you and delivering *Better Care Together*.

Yvette D'Ath
Minister for Health and
Ambulance Services
Leader of the House

At a glance

Queensland's mental health, alcohol and other drugs system

Mental health, alcohol and other drug services have specialist capacity and are delivered through Queensland Health's 16 Hospital and Health Services and contracted non-government organisations, including Aboriginal and Torres Strait Islander Community Controlled Health Organisations and Mater Health Service. The Queensland Ambulance Services and emergency departments are also critical in providing responses in this system of care.

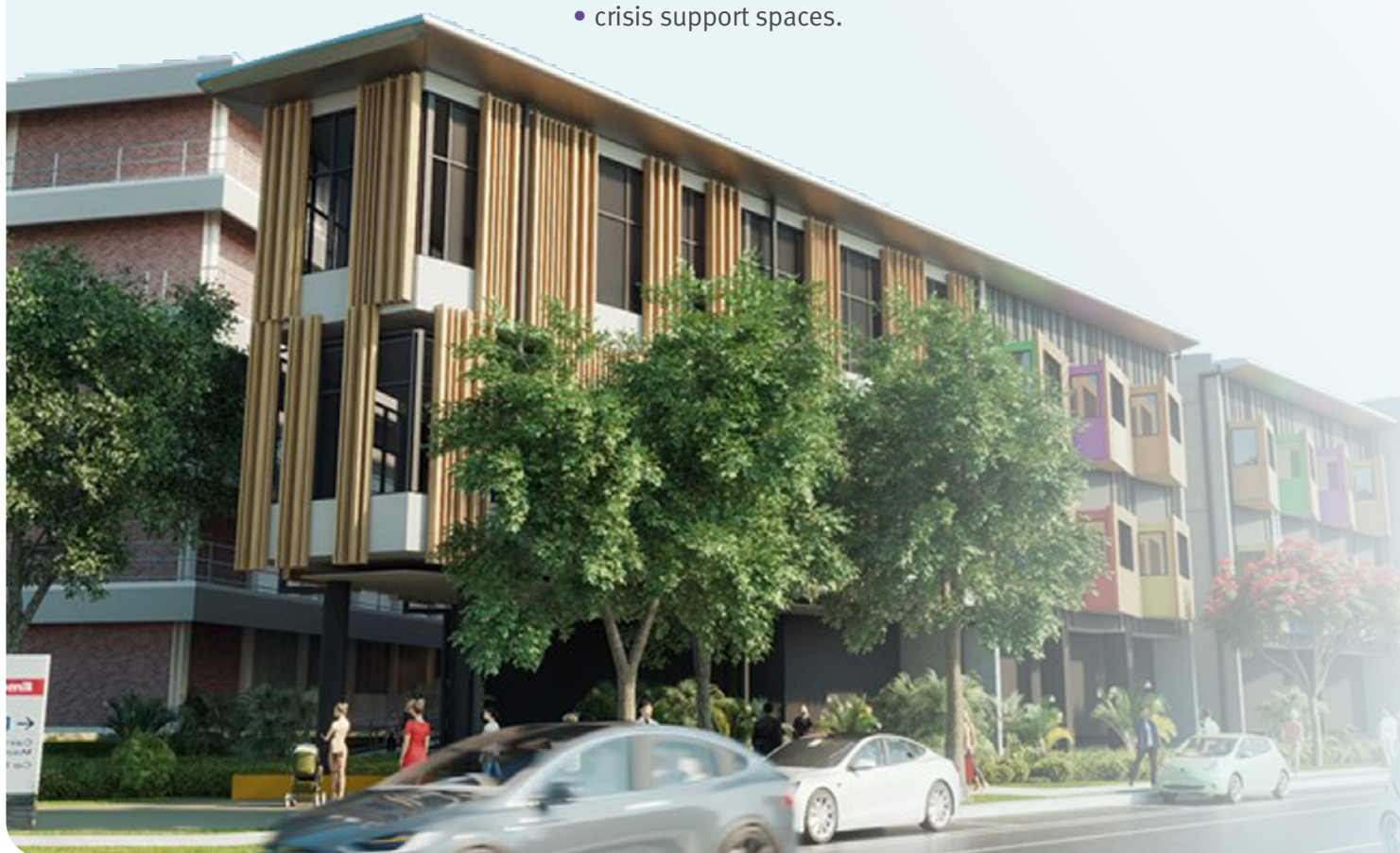
Since 2015, the Queensland Government has invested in and strengthened mental health, alcohol and other drug services across our hospitals and community.

\$358 million in new funding through *Connecting Care to Recovery 2016–2021* increased supports for Queenslanders, including:

- expansion of the Ed-LinQ program for children and young people in schools
- growing mental health services helping First Nations peoples, LGBTIQ+ communities, new mothers and individuals engaging with the justice system
- alcohol and drug services provided by non-government agencies.

\$80.1 million for key initiatives to **reduce suicide** under the *Shifting Minds Suicide Prevention Flagship*, including:

- \$7 million Crisis Stabilisation Unit at Robina Hospital
- expansion of Way Back Support Service suicide prevention services
- crisis support spaces.





New and enhanced capital infrastructure, including:

- new step up step down adult mental health facilities in Mackay, Gladstone and Bundaberg
- new 53-bed Cairns Hospital Mental Health Unit
- new Gold Coast Secure Mental Health Rehabilitation Unit
- Fraser Coast Inpatient Mental Health Service enhancement
- Rockhampton Hospital Mental Health Ward expansion.

\$68.23 million invested in new youth mental health services, including:

- \$27 million for Jacaranda Place – Queensland Adolescent Extended Treatment Centre
- 6-bed youth step up step down services in Logan and Caboolture
- adolescent day programs in Logan and the Gold Coast.

More help for Queenslanders experiencing problematic alcohol and other drug use, including:

- 42-bed residential drug rehabilitation and treatment facility in Rockhampton
- **Action On Ice:** \$105.5 million over five years to address the impact of ice on Queenslanders, families and communities
- \$6 million for new and enhanced Drug and Alcohol Brief Intervention Teams (DABITs) including in Logan, Townsville, Rockhampton, Gold Coast and Robina.

Key support packages, including:

- **Tackling Regional Adversity through Integrated Care Program** to better support people in rural and remote communities struggling with drought.
- **Student Wellbeing Package:** \$100 million to increase the availability of psychologists, GPs and other wellbeing professionals available to support students in Queensland state schools
- **COVID-19 support packages:** *Mental Health and Wellbeing Community Package, COVID-19 Grant Fund, Small Business Support and Wellness Package.*

While acknowledging these positive reforms under *Connecting Care to Recovery 2016-2021*, demand for services continues to grow. In the five years to 2020-21, there was an average annual increase of 2.5 per cent in the number of people accessing mental health, alcohol and other drug services, with the impacts of population growth, the COVID-19 pandemic, and workforce shortages contributing to system pressure.

Mental health, alcohol and other drug services also report people are presenting with multiple and highly complex issues and in greater distress; and disaster events have impacted many Queenslanders leading to disruption, distress and confusion.

Better Care Together is focused on treatment, care and support delivered through state-funded mental health, alcohol and other drug services for individuals most severely impacted by mental illness and/or problematic alcohol and other drug use. It includes responses to mental health crisis and suicidality. The needs of individuals may shift across the continuum of care, depending on the nature and severity of their illness and/or problematic substance use and wellbeing at various times.

The Queensland Government will continue to examine how to best develop and deliver the right mix of community and hospital-based mental health, alcohol and other drug services and responses to mental health crisis that effectively respond to the needs of Queenslanders, in partnership with our key stakeholders and especially people with a lived experience, their families and friends.

Better Care Together

Better Care Together is the Queensland Government's new five-year plan for mental health, alcohol and other drug services.

The plan will enable better mental health outcomes for Queenslanders by improving state-funded mental health, alcohol and other drug treatment, care, and support, including for people experiencing mental health crisis and suicidality.

Under *Better Care Together*, the Queensland Government will support person-centred and recovery oriented, rights-based treatment and culturally safe care, by providing the right mix of community and hospital-based services at the right time, and responding to the needs of individuals, their families and communities.

Better Care Together means contemporary and comprehensive responses that respond holistically to people's needs, supported by working collaboratively with key partners and stakeholders. It means safe, high-quality services that can meet increasing and emerging needs, including over 1,400 additional staff.





Priority

1

Strengthening service capacity and the built environment

Better Care Together is the Queensland Government's plan for building a strong and responsive mental health, alcohol and other drug service system that puts individuals, their families and carers at the centre.

Priority 1 actions recognise the need to boost core capacity, across community-based as well as hospital and community bed-based services.

Actions will be taken across population groups and the lifespan to support earlier and more timely person-centred responses and more specialist and tailored treatment and care.

Better Care Together provides support across the lifespan to new parents and infants, children, adolescents and young people, adults and older people. It responds across increasing and emerging needs including:

- eating disorder treatment, care and support
- for people in need of alcohol and other drug treatment and support
- services for people in forensic services and prisons
- statewide and specialist services.

Priority **1**

Supporting new parents and infants

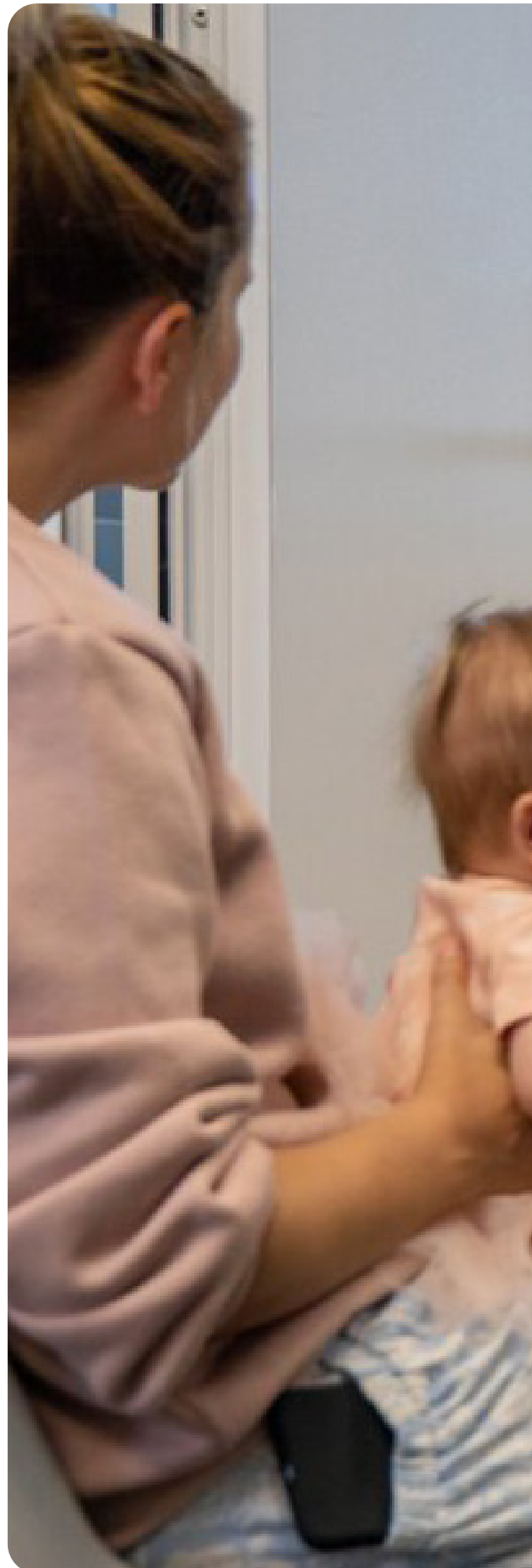
Better Care Together supports new parents and their infants to have the best possible mental health and start to life.

The Queensland Government is investing in:

- more perinatal and infant mental health clinicians
- increased access for mums and their babies to inpatient treatment, including eight new mother-baby beds
- more telepsychiatry services in regional, rural and remote Queensland
- expanded peer-led support, including for expectant and new dads
- more psychoeducation and support services.

Queensland is working with the Commonwealth Government to:

- provide universal antenatal and postnatal mental health screening across public maternity and family care settings
- increase early intervention community support programs.





“I took some convincing to seek help, however as soon as I got appropriate help and support from health professionals who provided treatment and medication and joined a group therapy course for new mothers, I felt a lot better.” Janelle, 36

“I feel an immense sense of pride in myself for overcoming the perinatal mental health disorder that threatened to destroy all my life and relationships.

Hindsight tells me the risk factors were there, my mother suffered postnatal depression, and mental illness is rife in my family.

During pregnancy I was a mess of stress and anxiety resulting in extreme weight loss, severe obsessive and compulsive disorder and depression.

My first baby had reflux and I suffered full-blown panic attacks. I took some convincing to seek help, however as soon as I got appropriate help and support from health professionals who provided treatment and medication and joined a group therapy course for new mothers, I felt a lot better.

I also received support with parenting skills and information about babies. The support was life changing.” Janelle, 36

Priority **1**

Supporting children, adolescents, and young people

To achieve the best treatment outcomes for children, adolescents, young people and their families, a range of services are needed.

Better Care Together will improve the delivery of mental health, alcohol and other drug services through:

- supporting contemporary approaches to community services
- new and enhanced early psychosis services for early detection and timely treatment
- new acute response teams and hospital beds for young people in crisis
- more community bed-based services, including in regional and remote areas
- establishing a new model of service and supporting beds for adolescents and young people in regional areas
- establishing new and enhanced specialist alcohol and other drug treatment and harm reduction responses
- evaluating the implementation of the MOST (Moderated Online Social Therapy) platform at pilot sites to inform ongoing development and expansion of the use of digital technology in clinical service delivery
- working across agencies to provide better care and address complex needs
- exploring models of service to better respond to mental health needs and other complexities, including challenging behaviours and intellectual or developmental disability
- working with the Commonwealth to create two new Head to Health Kids services and provide specialist clinical in-reach to new and existing headspace centres.

“Thank you so much for your support during the hardest times in my life.

You have helped me look at the traumatic things in my life as obstacles I can overcome.”

Samantha

“We were supported in finding the right people to help my daughter recover.”

Samantha’s parent



Samantha, a 13-year-old, recently received support through the new Acute Response Team in Brisbane, following multiple presentations to hospital emergency departments with suicidal ideation and attempts, self-harm, and increasing alcohol use.

On assessment, she described being “angry all the time”, verbally lashing out at peers and teachers and experiencing limited energy and motivation to do things, poor sleep and reduced appetite. Samantha presented in the context of an accumulation of psychosocial stressors and difficulty in her family relationships. Samantha and her family received rapid crisis intervention including assertive follow up in the community.

Samantha engaged in weekly sessions over eight weeks to build her emotional regulation and distress tolerance skills and minimise her alcohol use. Samantha is now showing improvements in her mood and functioning and has reduced suicidality. She is attending school more regularly and doing other extracurricular activities.

Samantha, with her family, is now seeing a primary healthcare provider for ongoing support. Without this targeted crisis response, Samantha’s journey may have been quite different. Now, Samantha and her family are starting to recognise her triggers and are developing trust to engage with support systems as needed and re-build their family relationships. Samantha has not presented in crisis to emergency for over six months.

Priority **1**

Supporting adults and older people

Better Care Together will support adults and older people to get the mental health, alcohol and other drug care that responds to their individual needs.

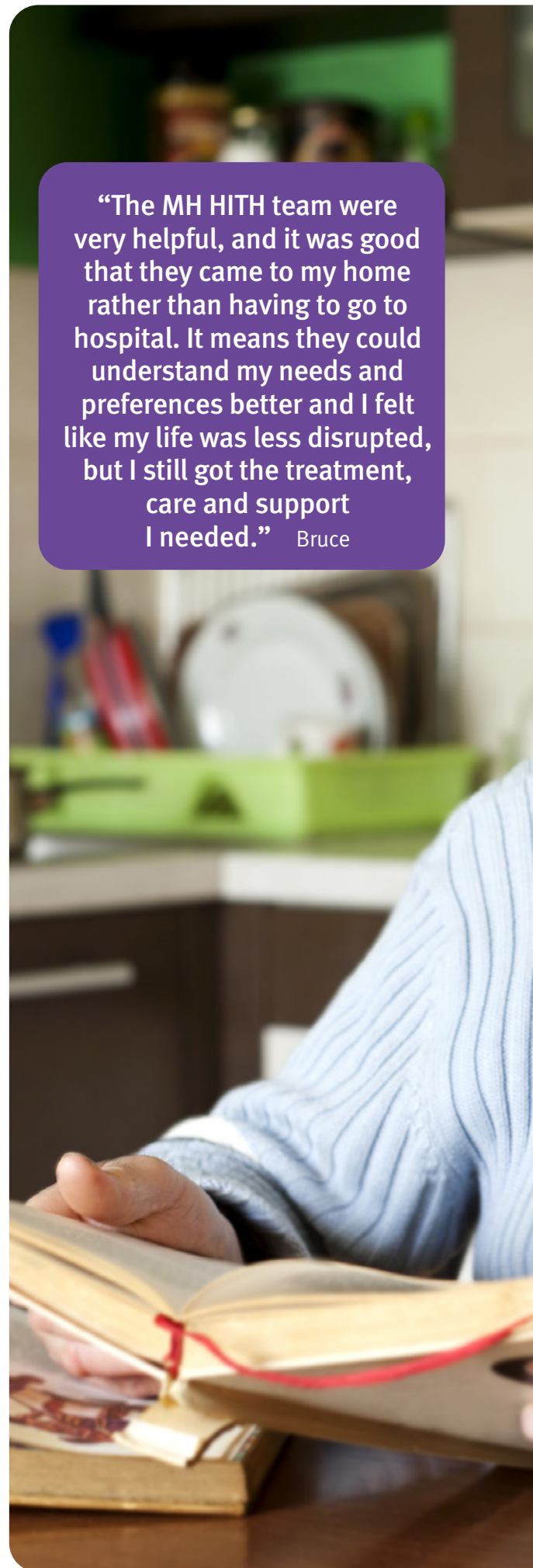
The Queensland Government is investing in:

- additional inpatient hospital beds, community care extended treatment beds and step up step down services
- expanded community-based treatment teams
- expanded services for older persons, including more assertive in-reach services and other models of care for older people living in the community and residential aged care facilities
- expanded ‘Hospital in the Home’ models—including for older Queenslanders’ mental health—and considering its applicability for residential aged care facilities
- boosted psychosocial support programs
- integrated health and housing responses for people at risk of, or experiencing, homelessness
- improved service responses for people from culturally and linguistically diverse backgrounds and people who identify as LGBTIQ+.

Queensland is working with the Commonwealth Government to:

- establish five adult mental health centres and seven satellite clinics
- deliver a range of early intervention community support programs in key areas including family support, people from culturally and linguistically diverse backgrounds and refugees, for people experiencing eating disorders, and through Clubhouses.

“The MH HITH team were very helpful, and it was good that they came to my home rather than having to go to hospital. It means they could understand my needs and preferences better and I felt like my life was less disrupted, but I still got the treatment, care and support I needed.” Bruce





Bruce, a 63-year-old person living with schizophrenia has had a number of admissions to an inpatient mental health unit. Bruce's admissions usually occur when his personal circumstances have become unstable, resulting in him stopping his prescribed medication.

When his mental health declined recently, Bruce was admitted to the Wide Bay Mental Health Hospital in the Home (MH HITH) service. The MH HITH team is one of the first Queensland models to offer intensive multidisciplinary team support for people experiencing an acute mental health issue in the comfort of their own home, who would have otherwise required an admission to a Mental Health Inpatient Unit. The MH HITH team worked collaboratively with Bruce in his home to support his return to wellbeing by reintroducing his medication in line with his treatment needs. The MH HITH team also supported Bruce to identify the factors contributing to him stopping his medication and the worsening of symptoms to develop strategies that enable him to reduce this reoccurring.

Supporting Bruce in his home enabled the MH HITH team to better understand how Bruce managed in his own home, how he lived, and what his likes, dislikes and limitations were. As a result of receiving care through the MH HITH model, Bruce and the team were better able to develop an ongoing treatment plan that met his preferences and progress an application for NDIS funding. This led to NDIS support being funded which allowed Bruce to make significant improvements in his personal hygiene and functioning and increase his community engagement.

Priority **1**

Responding to people's needs for alcohol and other drug treatment and support

The Queensland Government is investing in new residential treatment services in:

- Ipswich, a 45-bed residential treatment service for adults including 10 withdrawal management beds and 35 rehabilitation beds
- Bundaberg, a 28-bed residential treatment service for adults including eight withdrawal management beds and 20 rehabilitation beds
- Cairns, a 10-bed residential rehabilitation service for young people as well as other non-residential treatment and support services. Includes a focus on delivering culturally safe and tailored programs for Aboriginal and Torres Strait Islander young people.

Better Care Together will also support new and enhanced services through:

- refurbishments to existing state-funded residential treatment services
- greater capacity and responsiveness of existing community treatment services provided through hospitals
- expanded capacity to provide timely and integrated responses in emergency department and hospital settings
- improved access to specialist community-based treatment in rural and remote areas
- better access to treatment and support for women and parents
- more connected and coordinated care across services and sectors
- strengthened delivery of withdrawal management, opioid dependence treatment and harm reduction
- new and innovative evidence-informed responses for people at risk of harms
- ensuring appropriate responses are in place for people diverted from or engaged with the criminal justice system.





Healthy beginnings

Binbi Yadubay (“Healthy Beginnings”) – Rockhampton Residential Rehabilitation and Withdrawal Management Service.

The Queensland Government’s first purpose-built fully state-funded residential rehabilitation and withdrawal management centre opened in Rockhampton in December 2021.

It includes 32 beds for rehabilitation, eight withdrawal management beds, and two family units. As part of new service options, a non-residential day program for young people has also been established in central Rockhampton.

Better Care Together is funding three more residential treatment centres over the next five years.



Priority 1 Supporting people experiencing eating disorders

Better Care Together will expand the reach of specialist eating disorder treatment, care and support across all ages.

The Queensland Government is investing in:

- boosted service delivery at existing specialist eating disorder service locations
- two new specialist eating disorder services
- enhanced capacity in high priority locations to increase access for children, adolescents and young people
- more community-based carer and Lived Experience (peer) supports across Queensland
- new early intervention programs for young people experiencing eating disorders
- new brief intervention models to provide earlier and more timely treatment, care and support.

Priority 1

Supporting people in forensic services and prisons

Better Care Together will boost services and support for people in forensic and prison settings by:

- enhancing Court Liaison Services to support coverage of court circuits across regional areas
- enhancing existing Community Forensic Outreach Services
- expanding Prison Mental Health Services in adult correctional settings
- supporting additional high secure and extended treatment beds to increase access to treatment for people with complex and higher risk needs
- promoting collaboration and streamlined services and initiatives to reduce harms for people experiencing problematic alcohol and drug use in prisons and on release in the community
- developing a model of service for a Problem Behaviour Clinic to support specialist interventions for behaviours such as fire-setting, stalking and sexual offending
- enhancing models for culturally capable social and emotional wellbeing services for Aboriginal and Torres Strait Islander peoples in correctional centres.

Priority 1

Strengthening statewide and specialised services

Better Care Together will boost existing statewide and specialised services and establish new services for Queenslanders and their families.

The Queensland Government is investing in greater statewide and specialised service capacity, including through:

- Queensland Centre for Perinatal and Infant Mental Health
- Deafness and Mental Health Statewide Consultation Liaison Service
- Queensland Gender Service
- Queensland Fixated Threat Assessment Centre
- Queensland Forensic Mental Health Service
- Queensland Transcultural Mental Health Centre.

A new Centre for Excellence with statewide capacity to respond to the mental health needs of children and adults living with intellectual or developmental disability and their families and carers.

Better Care Together will also:

- increase the capacity of digital and telephone services, including through the Queensland Eating Disorders Service, and Adis, the 24/7 drug and alcohol telephone and online support service
- enhance statewide training and workforce development delivered by the Queensland Centre for Perinatal and Infant Mental Health, the Queensland Centre for Mental Health Learning (The Learning Centre), Insight, and Dovetail
- improve mental health alcohol and other drug responses for people living with intellectual or developmental disability and other neurodevelopmental disorders, and their families and carers.

Priority 2

Responding to mental health crisis and suicidality

Demand for mental health crisis care, including suicide crisis care, has increased significantly over the last decade. Mental health crises can be frightening, confusing, and distressing for a person and their family and friends. When provided with the right support at the right time, people can move through a crisis period quickly.

Emergency departments are often not the best option for people experiencing a mental health crisis, including those experiencing suicidality. Specialised crisis care services are an alternative to the emergency department and should operate as part of a well-coordinated and integrated continuum of mental healthcare accessible to people before, during and after crisis.

The Queensland Government is investing in alternative entry points and emergency department diversion services, including:

- new crisis support spaces
- expanded operating hours for existing crisis support spaces
- new crisis support short stay services
- expanded co-responder models in partnership with police and ambulance services.

Better Care Together will improve the early identification and care of individuals at risk of, or impacted by suicide by:

- increasing the role of Lived Experience (peer) workers
- delivering a more consistent, evidence-based approach to treatment, care and support for people at risk of or impacted by suicide
- improving the experience and outcomes of individuals experiencing suicidality by reviewing workforce capability programs



- reviewing training available to police and ambulance officers to identify opportunities for improved training and interagency collaboration.

Queensland is working with the Commonwealth Government to:

- provide universal access to aftercare— psychosocial support for people following a suicide attempt or crisis, for example through the Way Back Support Service
- strengthen support for people grieving or impacted by suicide
- trial new models for people experiencing distress in non-clinical settings.

Support for families closer to home

“My son, who was in a very distressed mood, had been reluctant to go, but the follow-up phone call persuaded him. He certainly calmed down a lot during our visit and it gave him an opportunity to continue processing his feelings with the support and encouragement of trained people. I also really appreciate the information of other programs and support services that was given to us. Very grateful for the opportunity to go to [The Prince Charles Hospital] Safe Space.”

“Coming into the Safe Space I felt scattered and alone. And when I left I was able to feel some hope and permission to ask for the help I need. This was way more effective and way less traumatic than sitting in the emergency department for hours without anyone to talk to and being over stimulated.”



“We didn’t know about The Oasis (Hervey Bay Hospital crisis support space) last time my daughter had a mental health breakdown.

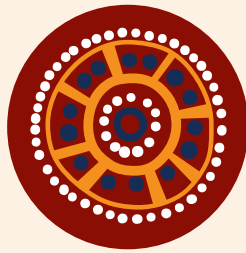
We ended up sitting in the hospital in a room by ourselves being ignored, where with Oasis my daughter can actually talk it out and speak to someone. She enjoys going there and speaking with [peer worker] Adeline.

I am so grateful for The Oasis. It has helped my daughter so much.”

Mum of a 16-year-old experiencing crisis

Priority 3

Delivering improved services with First Nations peoples



For Aboriginal and Torres Strait Islander peoples, health is holistic, combining physical, social emotional and cultural wellbeing of individuals and their communities.

Mental illness is the leading burden of disease experienced by First Nations peoples in Queensland, contributing up to one-fifth of the total disease burden for First Nations Queenslanders. State-funded mental health, alcohol and other drug services play an important role in improving health outcomes and contributing to the achievement of health equity for First Nations peoples. Strategies to support the delivery of culturally safe and capable mental health, alcohol and other drug services for First Nations peoples will be implemented across all the priorities of *Better Care Together*.

Better Care Together will embed First Nations' cultural safety and capability by:

- improving the mechanisms to empower and include the voice of First Nations peoples in policy and planning
- strengthening partnerships with First Nations stakeholders to redesign and deliver culturally safe and appropriate services
- enhancing and investing in more models of care delivered by Aboriginal and Torres Strait Islander Community Controlled Health Organisations
- increasing the capacity and capability of all services to engage with and respond to the needs of First Nations peoples
- developing new and improved care pathways across services with First Nations peoples
- supporting communities with Alcohol Management Plans to better access treatment, harm reduction and care in line with Community Safety Plans
- developing models of care for First Nations young people who experience detention, incorporating mental health, alcohol and other drug services and social and emotional wellbeing in-reach and transitional support.





Culturally welcoming and appropriate services

From February 2020, eight Hospital and Health Services took part in the *Culturally Welcoming Emergency Department* project to improve emergency department environments to be a culturally welcoming space where Aboriginal and Torres Strait Islander peoples experiencing a suicidal crisis and their loved ones can feel listened to, respected and able to uphold their cultural practices and beliefs.

The following hospital emergency departments were involved:

- Sunshine Coast University
- Gold Coast University
- Cairns and Hinterland
- Royal Brisbane and Women's
- Redcliffe
- Princess Alexandra
- Logan
- Gladstone.

These emergency departments showed improved outcomes to their physical environment, operations and workplace culture which were locally driven and culturally informed over a short timeframe and with little funding.

Left: The Princess Alexandra Hospital Emergency Department commissioned a local Indigenous artist, Tammy Bowdern of the Bundjalung Nation and Yugambah people, to engage with Aboriginal and Torres Strait Islander community groups to create artwork that represented and examined the four pillars of health care, including physical health, mental health, cultural health and spiritual health. This artwork is displayed on the poles leading into the emergency department, in the mental health waiting room, and in the outdoor yarning area at the Princess Alexandra Hospital.

Priority **4**

Strengthening quality to reduce harm and improve outcomes

Queenslanders accessing mental health, alcohol and other drug services deserve treatment, care and support that is safe and of the highest quality. When accessing these services, individuals and their families and carers need to be confident the care they receive will not pose a risk to their personal, physical, psychological, spiritual, or cultural safety.

Safe treatment, care and support means a system where contemporary, high-quality and culturally safe care is provided. It means there are processes in place to monitor treatment, care and support, including avenues for feedback and engagement from service users. It means services comply with relevant quality and safety standards, clinical guidelines, and cultural protocols.

Safety and quality improvement is a critical priority under *Better Care Together* and one that is essential and central to system efforts to transform and optimise service capability.

Better Care Together will support continuous improvement across services, including by:

- implementing agreed safety priorities across mental health, alcohol and other drug services
- developing and refining integrated pathways between specialist treatment, psychosocial supports and primary healthcare
- trialling new models of care, including for young people with early psychosis and older people with complex mental and physical health disorders
- creating more effective responses to complex needs and multimorbidity
- improving the response to problematic substance use across the healthcare system
- continuing to promote treatment through a least restrictive way and reduce the use of restrictive practices such as seclusion and restraint, and involuntary treatment





- continuing to use and improve data about people from culturally and linguistically diverse backgrounds to better inform treatment, care and support
- strengthening oversight, governance, integration, quality and standards of care across Queensland's forensic mental health services
- enhancing legislative and regulatory frameworks to meet changing clinical and system priorities and support patient rights, care and cultural needs
- increasing access to legal and non-legal advocacy services for people receiving involuntary treatment appearing before the Mental Health Review Tribunal and in appeal matters before the Mental Health Court
- reviewing regulation and accreditation requirements of alcohol and other drug services in line with the *National Quality Framework for Drug and Alcohol Treatment Services*.

Better Care Together will improve systems frameworks by:

- developing and supporting implementation of a statewide safety and quality framework
- integrating approaches to evidence-based comprehensive care.

Queensland is working with the Commonwealth Government towards:

- a consistent, integrated statewide intake and assessment phone service
- consistent intake, referral and integration across state-funded and clinical services
- a nationally consistent approach to data collection and sharing.

Priority **5**

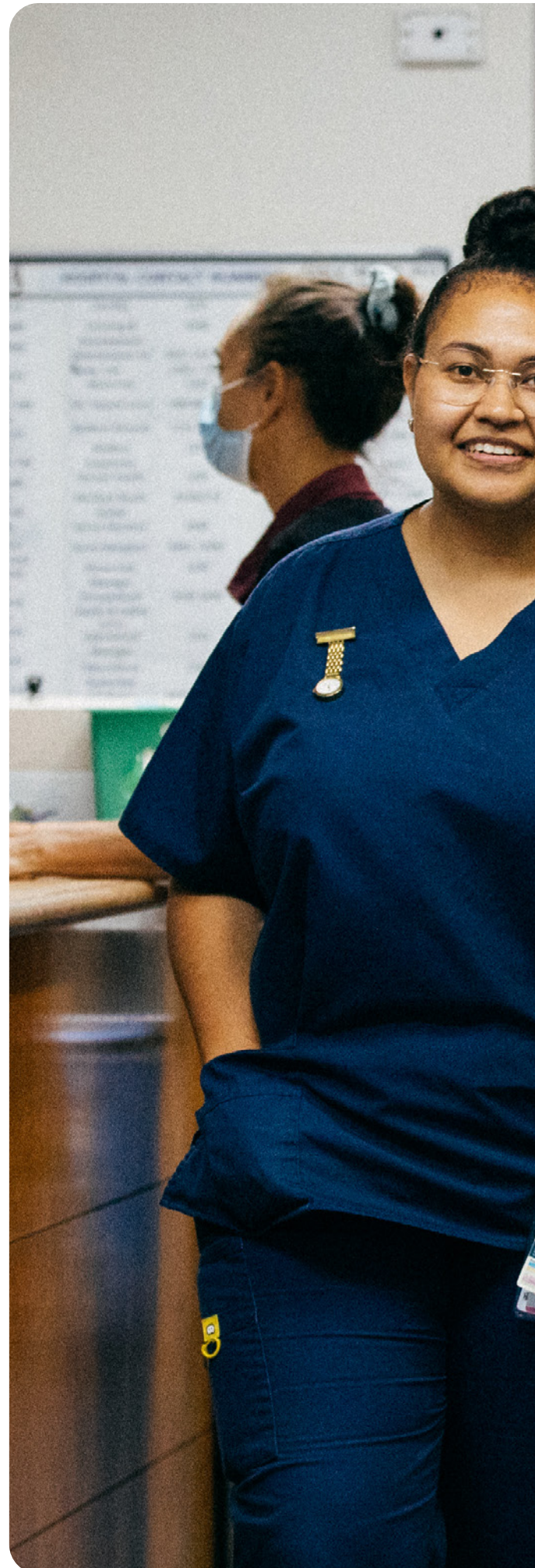
Improving workforce capability and sustainability

The mental health, alcohol and other drug workforce plays a central role in transforming, optimising and growing high quality, safe, and accessible treatment, care and support. *Better Care Together* focuses on securing a responsive, capable, dedicated and sustainable workforce that displays resilience to adapt and respond to new and enhanced models of care.

Implementation of *Better Care Together* stretches Queensland Health to deliver multi-strategy approaches to recruit, retain and continue to develop this workforce.

Better Care Together includes employing up to 1,400 new staff and initiatives to:

- attract, recruit and retain workforce, particularly across high priority workstreams, populations and settings
- enhance the rural and remote workforce
- enhance career satisfaction and retention
- enhance skills of the existing multi-disciplinary workforce to deliver high quality, evidence-based, integrated and comprehensive care and support
- support the entry-level workforce to obtain minimum and desirable skills
- enhance multidisciplinary practice and models of care
- ensure inclusive and responsive services and enhance the cultural capability of the workforce
- work in partnership with the Commonwealth to support a national approach to promoting mental health careers, attract the overseas workforce and increase support for the Lived Experience (peer) workforce.





Priority

6

Delivering digitally enabled treatment, care and support

Digital healthcare and technologies will open up new possibilities for accessing and delivering safe, efficient and effective treatment, care and support.

The *Mental Health Alcohol and Other Drugs Healthcare Digital Information Strategy 2022–2027* will enhance digital capability and responsiveness across the service system and transform the delivery of healthcare.

It will realise better and safer outcomes while driving efficiencies, including:

- a shift to digitally enabled healthcare supporting improved continuity of care and clinical outcomes
- seamless care experiences for consumers via integrated digital services and technologies
- unlocking information potential to inform governance, planning and improvement
- strengthened alignment of digital priorities with the broader Queensland Health and national health ecosystem.

How a person's experience of MHAOD services may look into the future...



Awareness and access to services

Members of the public can now access a dedicated 'digital front door' (i.e. website) for access to MHAOD specific service information and resources.



Understanding their story

If the person has had a prior interaction with MHAOD services, they do not need to retell their prior story or repeat assessment unnecessarily as the service provider is able to access a clinical information system which holds a more comprehensive set of historical information.



Diagnosis and care planning

Person-centred care planning is supported by the service provider having readily available care information and intelligent suggestions to support diagnosis and identification of early interventions and/or treatment options.



Information access and self-care

When at home, the person can log into the consumer portal to access their care information and support resources for greater ownership of their care journey. They can also self-report on their care experience and outcome measures.



Ongoing care and support

The person can use feedback tools for ongoing collaboration with their service provider. They can also use the consumer portal to schedule bookings and access education resources to build their health literacy and confidence.

