



Queensland  
Mental Health  
Commission

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## Summary - Action plans

Completed	On track	Not on track	Changed	Ongoing	Not started
43	50	1	7	184	0

### Early action

The *Early Action: Queensland Mental Health Promotion, Prevention and Early Intervention Action Plan 2015-17* realises a commitment to implement actions focused on mental health promotion, prevention and early intervention...

Completed	On track	Not on track	Changed	Ongoing	Not started
14	18	0	3	64	0

### Suicide prevention

The *Queensland Suicide Prevention Action Plan 2015-17* aims to reduce suicide and its impact on Queenslanders...

Completed	On track	Not on track	Changed	Ongoing	Not started
8	9	0	2	23	0

### Alcohol and other drugs

The *Queensland Alcohol and Other Drugs Action Plan 2015-17* aims to prevent and reduce the adverse impact of alcohol and other drugs on the health and wellbeing of Queenslanders...

Completed	On track	Not on track	Changed	Ongoing	Not started
13	4	0	1	36	0

### Social and Emotional Wellbeing

The *Queensland Aboriginal and Torres Strait Islander Social and Emotional Wellbeing Action Plan 2016-18* aims to improve social and emotional wellbeing...

Completed	On track	Not on track	Changed	Ongoing	Not started
7	11	0	0	44	0

### Rural and Remote

The *Queensland Rural and Remote Mental Health and Wellbeing Action Plan 2016-18* aims to improve the mental health and wellbeing of people living in rural and remote communities...

<b>Completed</b>	<b>On track</b>	<b>Not on track</b>	<b>Changed</b>	<b>Ongoing</b>	<b>Not started</b>
1	8	1	1	17	0

## Early action 01

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Start Well
<b>Action:</b>	Establish seven new integrated early years services in priority locations across Queensland (Lockhart River, Gordonvale, Blackall, Barcaldine, Inala, Redlands and Tara) to support children and families to access integrated services which meet their needs and circumstances, including early childhood education and care, family support and child and maternal health services.

**Implementation:**

Construction of a new early years service in Inala was completed in August 2016 and service delivery commenced. Save the Children Australia was appointed to operate the new Tara service and interim service delivery has commenced, with strong community support. Refurbishment of the facility at Redlands has commenced. NOTE: Services in Lockhart River, Gordonvale, Blackall and Barcaldine were delivered in 2015-16.

**Next steps:**

Tender process for the design and construction of the facility in Tara to commence in August 2017, with the facility to be completed in 2018. A service provider is to be appointed shortly to operate the Redlands service with the facility to be completed in late 2017.

## Early action 02

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**Agency:** Department of Education and Training

**Action Status:** Action complete

**Priority area:** Start Well

**Action:** Develop and implement a new Queensland Kindergarten Inclusion Disability Support program that increases the funding and support currently available for assisting children with suspected or diagnosed disabilities to access and participate in kindergarten.

**Implementation:**

New program Disability Inclusion Support for Queensland Kindergartens (DISQK) commenced in January 2016 and delivered in 2016-17. In 2017 to 30 June, DISQK supported 503 children with disability to attend kindergarten at 221 services across Queensland NOTE: The DISQK program commenced in January 2016 and replaced the former Disability Support Funding program.

**Next steps:**

Action complete.

## Early action 03

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**Agency:** Department of Education and Training

**Action Status:** Action complete

**Priority area:** Start Well

**Action:** Lead a cross-agency pilot program with the Department of Communities, Child Safety and Community Services to enhance existing intensive family support services with additional early childhood development programs led by qualified early childhood teachers. The program will support children and families with multiple and complex needs in Brisbane, Bundaberg, Cairns, Ipswich, Toowoomba, and Townsville.

**Implementation:**

The pilot program was completed in December 2016. The final evaluation report was presented to the Department of Education and Training and Department of Communities, Child Safety and Disability Services in March 2017.

**Next steps:**

Action complete.

## Early action 04

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Start Well
<b>Action:</b>	Implement the Platforms Project in three priority locations including Gympie, Laidley/Hatton Vale and the Gold Coast to provide service providers and community stakeholders, including families with young children, with the knowledge and skills to coordinate, strengthen and evaluate local early childhood education initiatives and outcomes.

**Implementation:**

From July 2014 to December 2015, the Department of Education and Training worked with the Murdoch Childrens Research Institute to deliver the Platforms Project which focused on developing capacity in Queensland communities of Gympie, Laidley/Hatton Vale and the Gold Coast, to build collaborative partnerships between local early childhood development services programs. No further implementation during the period 1 July 2016 to 30 June 2017 occurred.

**Next steps:**

Action complete.

**More****information:**

More information on the Platforms project can be found at: <https://det.qld.gov.au/earlychildhood/service-providers/platforms-projec...>

## Early action 05

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Start Well
<b>Action:</b>	Undertake a two year trial of the Triple P Positive Parenting Program to give Queensland families free voluntary access to a range of programs including an online program, topic-specific seminars, parent discussion groups and one-on-one consultations, to more intensive, small group-based and individual programs.

**Implementation:**

Implementation commenced in September 2015 and the trial is expected to conclude in August 2017. To date approximately 85,000 Queensland parents have accessed the program either face to face or via an online package. Almost 900 practitioners have been trained to deliver the program across Queensland.

**Next steps:**

The Department of Communities, Child Safety and Disability Services received a final report on the evaluation of the Triple P program and is now currently considering.

## Early action 06

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Start Well
<b>Action:</b>	<p>Trial and evaluate the Perinatal Mental Health Awareness Project. The Commission has partnered with Women's Health Queensland Wide Inc. to develop a systemic approach to improving the mental health and wellbeing of expectant parents. The project aims to increase the provision of mental health and mental illness information across all points of the public maternity services service system from initial contact through to delivery and aftercare including antenatal classes. The active role of parents with a lived experience of perinatal mental illness in the provision of mental health information and support will be investigated. The project also aims to embed actions to promote early access to clinical and non-clinical support and interventions. This includes enhanced linkages to peer led antenatal support and community based services. The Perinatal Mental Health Awareness Project will run concurrently with a project funded by the Statewide Maternity and Neonatal Clinical Network (SMNCN).</p>

### Implementation:

The Commission has continued to support the Queensland Centre for Perinatal and Infant Mental Health (QCPIMH) and Women's Health Queensland Wide to deliver the Perinatal Mental Health and Awareness Project to improve the mental health and wellness of expectant and new parents through enhanced service system interactions during pregnancy and into the first year after birth. The QCPIMH has worked with maternity services at Redcliffe Hospital to trial the integration of Emotional Preparation to Parenthood, an emotional wellness focus into existing antenatal education. In total 561 attendees provided feedback on the session. A postnatal connection class with a focus on infant mental health and the importance of the parent-infant relationship has also been trialled with 148 attendees providing feedback. Peer support groups were established for expectant or new parents identified as requiring additional support. The Women's Health Project focused on mapping and strengthening relationships for referral and community support and follow-up for parents and their infants in the antenatal period. The project has been conducted in collaboration with the state-wide Maternity Neonatal Clinical Network Perinatal Mental Health Project.

### Next steps:

A final report was received in June 2017 that presents a collaborative model for mental health promotion, prevention and early intervention in the perinatal period. The Commission will review the report with a view to identify future opportunities to promote an enhanced focus on mental health promotion, prevention and early intervention in maternity services.



## Early action 07

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Start Well
<b>Action:</b>	Support the Queensland Centre for Perinatal and Infant Mental Health to co-ordinate, further develop and trial a six-week perinatal and infant mental health day program. The program was successfully piloted in 2009 and is for women presenting with perinatal mental health difficulties in the first year after birth. Weekly sessions focus on mental health psycho-education, support, play, attachment (bonding), mothercraft skills such as settling and feeding, and encouraging peer support. The program will be delivered collaboratively by adult mental health, infant mental health and child health clinicians.

### Implementation:

- Three Day Programs were run in both Cairns and Hinterland Hospital and Health Service and Townsville Hospital and Health Service between May – November 2016.
- Twenty-four mothers completed pre-post qualitative measures and post program feedback surveys.
- Analysis of the data resulted in statistically significant improvements in the participant's emotional-social wellbeing, increased parenting knowledge and confidence, reduction in parental stress and anxiety and maternal-infant attachment. Discharge planning identified a high level engagement in post program referrals.
- Clinicians reported the Day Program as being an efficient and effective service model in which service collaboration and knowledge transfer was highly rated.
- The program is now called Together in Mind
- The Final Report was approved in June 2017.

### Next steps:

- The *Connecting Care to Recovery 2016-2021: A plan for Queensland's State-funded mental health alcohol and other drug services* provided funding to broker partnerships with public, private and non-government providers, to establish day programs for mothers, fathers, infants and families with moderate to severe mental health issues as an alternative to admission and as a step up - step down treatment option. Seven programs are to be implemented 2017-18. The Queensland Centre for Perinatal and Infant Mental Health is responsible for implementation.
- Further research will be undertaken to support the outcomes of the Day Program.

## Early action 08

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Start Well
<b>Action:</b>	Support integrated early childhood development services to ensure families can access the right service at the right time. This includes: – Four Early Years Centres (EYC) and ten satellite centres, purpose built to provide children and their families with access to early childhood education and care, child and maternal health and family and parenting support services. – Children and Family Centres (CFC) servicing ten Aboriginal and/or Torres Strait Islander communities, providing early childhood and family support services, delivered in centre-based and/or community settings. The program supports and promotes the wellbeing of Aboriginal and Torres Strait Islander children within their extended family and cultural community. – Child and Family Hubs in 25 communities that combine local services to improve health, education, care and safety for children and families in communities across Queensland.

### **Implementation:**

During the 12 month period ending 30 June 2017, approximately 18,000 children and 13,350 parents/carers accessed integrated early years services across Queensland. A professional networking event for integrated early years services also took place in June 2017, at which the Early Years Place common identity was introduced. The common identity will bring all integrated services together under one recognisable identifier.

### **Next steps:**

Establish a professional network of Early Years Place professionals across the state. The Department of Education and Training will work with Early Years Place services to identify continuous improvement opportunities based on their performance reporting.

## Early action 09

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**Agency:** Department of Education and Training

**Action Status:** Action ongoing

**Priority area:** Start Well

**Action:** Provide the Queensland Kindergarten Funding Scheme (QKFS) Plus Kindy Support subsidies for low socio-economic and other vulnerable families.

**Implementation:**

Provided QKFS Plus Kindy Support subsidies in response to claims lodged by Kindergarten Program Providers in 2017.

**Next steps:**

Continue to provide QKFS Plus Kindy Support subsidies in response to claims lodged by Kindergarten Program Providers in 2018.

**More**

**information:**

<https://det.qld.gov.au/earlychildhood/service-providers/kindy-every-child>

## Early action 10

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**Agency:** Department of Education and Training

**Action Status:** Action ongoing

**Priority area:** Start Well

**Action:** Improve access to kindergarten for children in rural and remote locations through eKindy, Transport Solutions program and kindergarten programs in remote Aboriginal and Torres Strait Islander communities.

**Implementation:**

- Delivered programs in 2017.
- eKindy - Semester 1 2017 - 195 enrolments across Queensland.
- Supported 11 organisations under the Transport Solutions program.

**Next steps:**

Continue to deliver programs in 2018 as per current service agreements.

## Early action 11

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Start Well
<b>Action:</b>	Assist the inclusion of children with suspected or diagnosed disabilities in a kindergarten program through the Specialised Equipment and Resources for Kindergarten program, the current Disability Support Funding Program and the New Queensland Kindergarten Inclusion Disability Support Program.

**Implementation:**

Managed the Specialised Equipment and Resources for Kindergarten (SERK) program in partnership with the approved service provider in 2017 to provide free specialised equipment and professional resources to eligible kindergarten services across the State. Continued to deliver Disability Inclusion Support for Queensland Kindergartens (DISQK) in 2017.

**Next steps:**

Continue to manage the SERK program in partnership with the approved service provider in 2018. Continue to deliver DISQK in 2018.

**More****information:**

<https://det.qld.gov.au/earlychildhood/service-providers/inclusion-of-children-with-disability>

## Early action 12

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Start Well
<b>Action:</b>	Support the mental health and wellbeing of children in out-of-home care over their life course by: – implementing comprehensive health and developmental assessments to identify and develop responses to children and young people’s physical and mental health and wellbeing needs, and – improving priority access to health care services for young people who are leaving, or have left, the care system.

**Implementation:**

Based on Recommendations 9.1 and 9.3 of the Queensland Child Protection Commission of Inquiry, two workshops were held with stakeholders to develop an action plan to give effect to government agencies’ collective commitment to provide priority access to health care services for young people in care, up to age 21.

**Next steps:**

From July 2017, an approach to improving the responses to identify and address the physical health, developmental and psychosocial and mental health needs of children in out-of-home care will be progressively implemented by the Department of Communities, Child Safety and Disability Services. The final workshop is proposed to be held in September 2017 with members of the Child Protection Reform Leader’s Group, to confirm government agencies’ collective commitment to a whole-of-government action plan.

## Early action 13

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**Agency:** Queensland Health

**Action Status:** Action ongoing

**Priority area:** Start Well

**Action:** Provide child health services to all families across Queensland with children and young people (0-18) and offer support, enhanced services, and referral for a range of issues including where mental health concerns have been identified.

**Implementation:**

Child health services are accessible to families across Queensland

**Next steps:**

Action will continue in 2017-18

## Early action 14

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Start Well
<b>Action:</b>	Provide antenatal health assessments for all women accessing public health services which focus on identifying mental health difficulties, alcohol and drug use, domestic and family violence or financial stress. This will include, where required, referrals to appropriate services to address issues identified through the assessment process made with the person's consent.

### Implementation:

The Pregnancy Health Record (PHR) has been revised and includes assessment of the following:

- Mothers Mental/Emotional History which ascertains whether the issue is current, previous or treatment is occurring for depression, anxiety, eating disorder or postnatal depression.
- Brief assessment of Smoking and Alcohol Drug e.g. number of cigarettes, number of drinks per day, other drugs. If there is a positive response to any of these then a complete Tobacco Screening is compiled. If the woman is an inpatient a Smoking Cessation Clinical Pathway is completed. Women are then offered a Quitline referral.
- Psychosocial History provides opportunity for referral for Mental Health if required and prompt to discuss and commence SAFE start assessment. The SAFE start assessment is on a separate document. For the SAFE start program referral to Social Worker Support is only completed if the patient consents to contact or the pregnant woman is under the age of 16.
- Written advice is provided within the PHR of the phone number for 13 Health and Domestic Violence Hotline.
- Comprehensive Drug and Alcohol Screening is completed. This requires consent to referral to local support services.

### Next steps:

The PHR is provided to all women during the antenatal phase of care. The PHR can be commenced at the General Practitioner, Community midwife or at the health care facility Usage and uptake of the PHR is monitored. The next review of the PHR will occur in 2018.

### More information:

The Pregnancy Health Record and education resources can be viewed at:  
[https://www.health.qld.gov.au/\\_\\_data/assets/pdf\\_file/0030/433659/preganc...](https://www.health.qld.gov.au/__data/assets/pdf_file/0030/433659/preganc...)



## Early action 15

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Start Well
<b>Action:</b>	Provide specialist Perinatal Mental Health Services (PIMHS) in five Queensland Hospital and Health Services: Metro North, Metro South, Gold Coast, Townsville, and Darling Downs. These services support women, their partners and families in the perinatal period (from conception to two years after birth). PIMHS's work creatively and collaboratively to maximise benefits for families along the perinatal mental health continuum, from promotion and prevention to treatment and recovery. For example, Metro North PIMHS partners with the Redcliffe Hospital midwifery service and a consumer-led organisation to support antenatal education on Emotional Preparation for Parenthood. Darling Downs PIMHS provides secondary consultation via telehealth from Toowoomba for health practitioners working in the rural south-west.

### Implementation:

Perinatal Mental Health Services (PMHS) were provided in five Queensland Hospital and Health Services (HHS) in 2016-17. This service does not have an infant component. Positions in these HHS provide ongoing workforce development initiatives, work with the local midwifery departments for screening and referral, and they continue to develop innovative pathways to care for consumers across the spectrum of healthcare, from primary to tertiary health service delivery.

### Next steps:

PMHS will continue with additional positions for Sunshine Coast and Metro South HHS funded for 2017-18 under *Connecting Care to Recovery 2016-2021 A plan for Queensland's State-funded mental health alcohol and other drugs services*. Further positions identified for Metro North, Cairns, Darling Downs and Townsville HHS. Expansion includes the addition of infant mental health services beyond 2018. Townsville and Darling Downs HHS will commence the digital mental health promotion and prevention collaborative research trial, SMS for Perinatal Parents, in partnership with the University of Newcastle

## Early action 16

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**Agency:** Queensland Health

**Action Status:** Action ongoing

**Priority area:** Start Well

**Action:** Enable the Queensland Centre for Perinatal and Infant Mental Health (QCPIMH) to provide state-wide consultation, liaison and cross-sectoral support to advance perinatal and infant mental health, with a focus on the priority areas of promotion and prevention, workforce development and capacity-building, service planning and implementation, and research and evaluation.

**Implementation:**

The Queensland Centre for Perinatal and Infant Mental Health (QCPIMH) continues to be funded through a service agreement between the Department of Health and Children's Health Queensland Hospital and Health Service to deliver state-wide consultation, liaison and cross sectoral support.

**Next steps:**

The QCPIMH will continue to be funded and supported by the Department of Health in 2017-18.

## Early action 17

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Start Well
<b>Action:</b>	Provide 0-4 Child and Youth Mental Health Service (CYMHS) and 0-4 Family Support Services that provides clinical services for infants and pre-school aged children living with severe and complex issues that impact on their mental health and development. The multidisciplinary team, incorporating psychiatry, psychology, social work, speech pathology, music therapy and nursing, uses the Choice and Partnership Approach (CAPA) to work with infants and families, encouraging the development of secure attachment and the foundations for good mental health. The 0-4 CYMHS provides services in the family's own home, with clinic-based visits also available. 0-4 CYMHS is co-located with 0-4 Family Support Service, a home-visiting service for families at risk of entering the child protection system. Volunteers are supported by a co-ordinator and the clinical service to assist families to parent their children more safely. The 0-4 Family Support Service, formerly known as the Parent Aide Unit, has proven its effectiveness and sustainability over more than 30 years.

### Implementation:

#### 0-4 Child and Youth Mental Health Service (CYMHS):

- mental health team for infants and young children (pre-birth up to 48 months) and their families, where there is concern that the mental health of the infant or young child (short and long term) may be compromised in the context of a disturbed or disordered parent-infant relationship
- collaborative multiagency prevention and early intervention focus to support the recovery journeys of clients and their families
- multidisciplinary team incorporates psychiatry, psychology, social work, speech pathology, occupational therapy and nursing
- 180 new referrals and 177 families, providing services in the family home, in clinic and group programs.

#### 0-4 Family Support Services (FSS):

- early intervention volunteer home visiting service for families in Brisbane north, with at least one child not yet at school, identified as having significant difficulty with parenting and being at risk of entering the child protection system
- volunteers supported by a co-ordinator to assist families parent their children more safely
- 18 volunteers visited families weekly, 2 recruitment and training activities held to increase volunteer capacity
- quality assurance process commenced to evaluate the effectiveness of the program

**Next steps:**

0-4 CYMHS received funding for a Team Leader under *Connecting Care to Recovery 2016-2021: A plan for Queensland's State-funded mental health alcohol and other drugs services*. The Service continues to expand a statewide leadership role in the development of infant mental health service system and is meeting increasing demand for clinical services in the Greater Brisbane area. Also exploring opportunities for collaborative practice with Intensive Family Support Services. 0-4 FSS to recruit and train additional volunteers to enhance to capacity to deliver services.

## Early action 18

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Start Well
<b>Action:</b>	Partner with beyondblue to support dissemination and uptake of information and resources for new and expectant parents. Partner with beyondblue to support dissemination and uptake of information and resources for new and expectant parents: – ‘Mind the Bump’ mindfulness meditation app to help new and expecting parents support their mental and emotional wellbeing. – Just Speak Up website to help parents learn how others manage mental health issues during pregnancy and early parenthood, and provides opportunities for parents to tell their own story. – The beyondblue ‘guide to emotional health and wellbeing during pregnancy and early parenthood’ booklet. – ‘Dad’s handbook: A guide to the first 12 months’. – ‘Healthy Dads’ project to support the mental health and wellbeing of new fathers. This project promotes resilience and wellbeing in new fathers, improves recognition of psychological distress, and promotes help-seeking for those new fathers experiencing psychological distress. – Online training modules for health professionals to support early detection and effective management of perinatal depression.

### Implementation:

On behalf of the Queensland Government, the Commission continued to support *beyondblue* with \$645,000 as part of a long standing commitment to improving community awareness, understanding and responses to depression, anxiety and suicide. The funding provides Queensland with access to *beyondblue*’s suite of awareness resources, programs and activities. As at December 2016, the funding supported *beyondblue* to deliver:

- KidsMatter and MindMatters programs, delivered across 871 of Queensland’s early childhood education and care centres and schools
- Heads Up online resources to support mentally healthy workplaces, accessed 17,045 times in Queensland
- *beyondblue* Support Service, accessed by more than 8,000 Queenslanders
- *beyondblue* online forums, with 14,769 Queensland members
- *beyondblue* BRAVE online anxiety program, with 2,245 registered participants in Queensland
- the *Dadvice* campaign, *Invisible Discriminator* campaign, and *Healthy Families* website.

As at December 2016, *beyondblue* websites had been accessed 608,284 times by Queenslanders, while 230,644 resources on anxiety, depression and suicide prevention had been distributed across Queensland.

### Next steps:

The Commission maintained quarterly coordination meetings to strengthen liaison and communication and also participated at the beyondblue state and territories planning forum. The Queensland Mental Health Commissioner is an observer on the beyondblue Board. The Commission will continue funding beyondblue in 2017-18.

## Early action 19

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Increase the Department of Education and Training staff capacity for better early detection and support of mental health problems and disorders in students through: • Implementation of the Mental Health Hub of Capability (MHHC), a web based resource that provides support to teachers, school leadership teams and regional staff to build mental health literacy and capacity to keep students with mental health difficulties engaged in their educational program. • Further development and provision of mental health training for school staff to identify individuals at risk, and to guide appropriate responses.

### Implementation:

The Department of Education and Training has established the online Mental Health Resource Hub which brings together a range of resources to assist principals, teachers and other school staff to support students with mental health concerns. STORM suicide prevention and postvention training has also been delivered to all secondary Senior Guidance Officers (SGOs) and Guidance Officers (GOs). Suicide Risk Continuum (SRC) training, which aims to strengthen the Department's approach to addressing the needs of Queensland schools in managing mild, moderate, acute and high risk mental health concerns has been delivered to primary SGOs and GOs across the state.

### Next steps:

The Department will update the Mental Health Resource Hub with recent best practice examples and streamline information for ease of reference. In addition, an ongoing aim is to embed the suicide training that SGOs and GOs have undertaken into practice at schools and well as ensure there is ongoing implementation of succession training so that all SGOs and GOs are trained.

## Early action 20

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**Agency:** Department of Education and Training

**Action Status:** Action ongoing

**Priority area:** Develop and Learn Well

**Action:** Extend the Success Coach Initiative in an additional eight schools to work as a mentor, advocate and facilitator for students identified as disengaging from school to optimise their wellbeing, develop positive relationships and maintain links with family and key community agencies.

**Implementation:**

Over \$1.09 million was committed by the Department of Education and Training to fund the Success Coaches in the 2016-17 financial year and ongoing funding has been approved for the program.

**Next steps:**

A review of the Success Coaches initiative will be undertaken in 2019.

## Early action 21

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Develop an Indigenous Education Action Plan that prioritises inclusion of culture and identity, symbolism and belonging.

**Implementation:**

The Advancing Aboriginal and Torres Strait Islander Education and Training Action Plan is currently being developed. The action plan will provide the overarching framework to guide improvements in Aboriginal and Torres Strait Islander early childhood, school education and training outcomes for Queensland.

**Next steps:**

Development of the plan is continuing.



## Early action 22

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<b>Agency:</b>	Queensland Family and Child Commission
<b>Action Status:</b>	Action commenced but changed
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	<p>Trial the practical application of Creature Quest as a wellbeing measure for children in primary school and those in families receiving family support services. Creature Quest is an interactive game, developed by Griffith University researchers, that provides a robust and reliable measure of wellbeing for children in prevention programs, schools and communities. The trial, commencing in Semester 1 2016, will test practical application of the tool in schools to measure individual wellbeing and provide aggregate results to schools. It will also test practical application as a pre- and post-intervention measure in family support services. The trial will be undertaken with children participating in Logan area primary schools and with children in families receiving family support services from non-government service providers. It will be delivered as a partnership between the Queensland Family and Child Commission; the Department of Communities, Child Safety and Disability services; the Department of Education and Training; and Griffith University.</p>

### Implementation:

The school trial was implemented in three medium to large-sized primary schools in the Logan area in 2016-17. Implementation staff were provided with detailed training on using Rumble's Quest and the reporting tool. The three schools took different approaches with children they tested. As school 3 tested every child who was at school during the testing period from Prep to Year 5 it provided the largest sample size. The Queensland Family and Child Commission (QFCC) held detailed interviews and follow-up with the implementation staff of school 3. This process identified what was easy to implement and worked well, where the challenges lay, and where adjustments need to be made. One non-government organisation (NGO) has implemented the trial with a small number of children. The NGO was provided with training and support by the QFCC to implement the trial with a small number of children. The QFCC followed up with a detailed interview with the officer responsible for the implementation. This organisation encountered some technical challenges because of the age of their system. The QFCC has documented the findings and observations from the school and NGO and has conveyed this information to Griffith University. Griffith University is working to address the matters identified in the initial trials.

### Next steps:

The QFCC is intending to place the trials on hold until some of the identified challenges with the reporting software are resolved.

## Early action 23

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Engage with young people and youth services to establish whole of government and community priorities to improve social and economic opportunities for young Queenslanders.

**Implementation:**

The *Queensland Youth Strategy* (QYS) was launched on 5 May 2017, delivering a whole of government commitment to continue to engage young people and the youth sector in the development of policy and programs relevant to young people. Key deliverables include the establishment of a Queensland Youth Reference Group, Youth Charter and online engagement hub (ehub) to facilitate this engagement. In total, 129 cross government actions, many of which relate to engagement activities, have been identified for delivery under the Strategy.

**Next steps:**

Under the QYS the Queensland Government continues its commitment to engaging with young people and the sector. An Annual Youth Statement will report on delivery and impact of QYS actions. The Youth Charter, developed in consultation with young people, will ensure best practice engagement so that their views are considered when developing policies and programs that impact them. The Queensland Youth Reference Group will ensure meaningful engagement with young people and the sector.

**More****information:**

The Queensland Youth Strategy is available online: <https://www.qld.gov.au/youth/be-involved-have-your-say/about-qld-youth-strategy> Information about the Queensland Youth Reference Group, Ehub and Youth Charter are also available via this link.

## Early action 24

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Invest in a new youth support service model, and supporting resources, to enable existing organisations assist young people connect to positive family support, engage in training or education, lead a healthy and violence-free life, and have a safe and stable place to live.

**Implementation:**

The Department of Communities, Child Safety and Disability Services continued to enhance the practice of youth support services across the three service types (Access, Support and Integrated Response) to better support young people which includes re-establishing targets which are achievable and aligned with the service type and focused on individual needs.

**Next steps:**

The Program Area is working closely with regional staff to monitor performance against current targets. Targets will be renegotiated with service providers within the upcoming funding period so that the agreed targets for service delivery reflect demand in Youth Support communities.

**More****information:**

<https://www.communities.qld.gov.au/communityservices/youth>

## Early action 25

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Reform the youth justice system to ensure it is more responsive to issues impacting on young people's offending behaviour with an improved focus on mental health needs. This will involve a focus on evidence-based responses to young people's mental health needs including the delivery of timely assessment and coordinated interventions by youth justice and partner agencies. The development of robust referral pathways for early assessment and effective treatment of young people on community orders will be an essential element of these interventions. In that context, Youth Justice will examine the application of trauma informed care with the intent of initially trialling this way of working with young people in detention in 2015-16 before rolling it out across the State in future years.

### Implementation:

Youth Justice has:

- implemented a trauma informed framework. Training has been delivered to over 900 staff throughout Queensland (as at 30 June 2017) to improve frontline capacity to identify and support young people who have been affected by trauma.
- implemented legislation that allows police and courts to refer at-risk young people to diversionary restorative justice interventions.
- continued to deliver training to staff throughout Queensland to work with lesbian, gay, bisexual, transgender and intersex (LGBTI), young people. LGBTI people are overrepresented among populations who experience mental illness.
- continued development of a practice framework that incorporates early intervention services and a range of evidence-based practices for working with young people .
- adopted a brief screening tool to assess and appropriately treat at-risk young people who come into brief contact with the youth justice system (such as at court).
- partnered with Queensland Health to deliver a range of assessments to young people in detention centres.

### Next steps:

Youth Justice will :

- develop the Youth Justice Practice Framework over the coming year
- continue to roll out trauma-informed practice in detention centres over the coming two years
- continue to train staff to work with LGBTI young people

### More information:

## Early action 26

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<b>Agency:</b>	Department of Science Information Technology and Innovation
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Support a project to improve understanding of effective approaches for building mental health and resiliency among high-school students in rural areas through trialling and evaluating the Building Resilient Schools Project. The project is funded by the Queensland Government Accelerate Scheme and led by the University of Central Queensland in collaboration with the Department of Education (Central Queensland Region) and the Queensland Mental Health Commission.

### Implementation:

- iCARE-R (which is a universal schools based mental health promotion program) has now been delivered in 26 schools located across the Central Queensland region over two delivery rounds.
- Round 1 was conducted in Term 3, 2015 and targeted 15 schools, 13 facilitators and incorporated approximately 250 students from the Central and Central West Regions of Queensland.
- Round 2 was conducted in Term 2, 2016, targeting 11 schools, 18 facilitators (including teachers) and 800, year 7 and 8 students from coastal regions of Central Queensland.
- A total of 31 facilitators (consisting of School Based Youth Health Nurses, Mental Health Nurses, School Guidance Officers and Teachers), have attended two-day facilitator training sessions held in Mackay and Rockhampton. All have passed the online assessment, meaning they are now certified as competent to deliver the iCARE-R program in schools.

### Next steps:

- Evaluation of the program is the next step.
- Quantitative and qualitative data has been gathered from students, facilitators, teachers and principals.
- Thematic analysis of this data has commenced to draw findings in relation to the viability and broader benefits of implementing the program within the whole of class school setting.
- Central Queensland University is scheduled to complete the project and submit a Final Report in December 2017.

## Early action 27

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Renew and identify options to expand the reach of the Ed-LinQ Initiative. The Queensland Mental Health Commission will work with Children's Health Queensland and all health and education partners to review the scope and operational model of Ed-LinQ. This includes considering the appropriate model for areas not currently serviced by the program with particular focus on ways Ed-LinQ can provide support to schools, children and young people in rural and remote Queensland.

### Implementation:

The Ed-LinQ Initiative aims to improve the early detection and management of mental health issues experienced by school-aged children and young people. The Commission funded Children's Health Queensland Hospital and Health Service to develop a model to renew and expand the Ed-LinQ Initiative, taking into account the views of education and health stakeholders. The Final Report, submitted to the Commission in October 2016, made 16 recommendations and proposed a new model that seeks to strengthen integration of the health and education sectors. It is contingent on:

- operating as a collaboration that fosters, strengthens and supports partnership and capacity within and between the health and education sectors
- embedding the model as a function of the whole Child and Youth Mental Health Service, rather than solely the Ed-LinQ Coordinator position
- supporting cross-sectoral engagement and processes to support joint health and education planning and implementation.

The Commission's response to the Final Report, released in March 2017, confirmed the model as a contemporary framework for integrated health and education early intervention. The Commission proposed further development of the model including substantial cross-sectoral partnership, service enhancement and workforce development.

### Next steps:

Central to the Commission's response to the new model is the need for formal involvement of both the health and education sectors at all levels of planning and governance. The Commission also recommended that the funding and governance of the Statewide Cross sectoral Ed-LinQ Workforce Development Program be realigned with enhancements to the Ed-LinQ initiative occurring under Connecting Care to Recovery 2016–2021: A plan for Queensland's State-funded mental health, alcohol and other drug services.

## Early action 28

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Continue and expand the Ed-LinQ Cross sectoral Workforce Program which provides skills based training jointly to professionals from the mental health, education and primary care service systems including guidance officers and other school support staff and mental health workers. The 2015-16 Workforce Program will extend delivery of the workshops to rural and remote parts of the State.

### Implementation:

The Commission contributes to the effective operation of the Ed-LinQ initiative by funding the Ed-LinQ Cross-sectoral Workforce Development Program (Workforce Program). The Workforce Program offers workshops for health and education staff on:

- non-suicidal self-injury in adolescents
- assessment and management of anxiety in children and young people
- mental distress and wellbeing among Aboriginal and Torres Strait Islander young people, same sex attracted young people, and culturally and linguistically diverse young people
- assessment and management of mood disorders in children and young people.

During 2016–17, the reach of the program was expanded to regional areas with 17 two-day workshops delivered across Logan, Redcliffe, Brisbane, Emerald, Roma, Hervey Bay, Bundaberg, Ipswich, Townsville, Mackay, Toowoomba, Mount Isa, Rockhampton, and the Sunshine Coast. The recently concluded Ed-LinQ Renewal Project confirms the unique value of the Workforce Program in contributing to a more integrated and collaborative health and education workforce that is better equipped to intervene early and effectively with child and adolescent mental health problems.

### Next steps:

Following conclusion of the Ed-LinQ Renewal Project the Commission recommended and successfully negotiated the Workforce Program be aligned with the announced expansion of Ed-LinQ under Connecting Care to Recovery. Queensland Health has confirmed the intention to continue the Workforce Program in its current form during the initial phase of Ed-LinQ enhancement.

## Early action 29

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<b>Agency:</b>	Queensland Family and Child Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Implement the 'Talking Families' (public education campaign) to encourage parents and families to talk about the pressures of parenting and to seek help when they need it. The campaign is part of a broader reform program for child protection in Queensland that aims to refocus efforts on early intervention and strengthening families and communities so that children and young people are able to stay safely in the home. It is a five year social marketing campaign with the first phase launched in November 2014.

### Implementation:

#### Talking Families campaign

- Phase 2 of the Talking Families campaign was implemented in December 2016 and focused on the message "One conversation or service can make the difference".
- An animated advertisement was produced, which ran in cinemas and doctor's surgeries across the State during the Christmas/New Year holiday periods and again over the Easter school holiday break.
- This was supported with posters displayed in key transport hubs and postcards in cafes.

#### Talking Families Facebook

- Continued to promote and encourage discussions about parenting through the Talking Families Facebook page.
- Page has over 25,000 followers and has reached more than 3.5 million people in the last financial year.

#### oneplace Community Services Awareness Campaign

- An unaccompanied mail out, through Australia Post, was conducted in the last quarter of 2016-17.
- A magnetic flyer was distributed to all households in remote and regional Queensland to promote the range of services listed in oneplace which could assist them in times of stress.

### Next steps:

Talking Families campaign will be redeveloped with a view to relaunch in 2017-18. Research will commence to develop materials for Aboriginal and Torres Strait Islander families. Pilot programs are underway on the Sunshine Coast and Logan to develop resources to support peer-to-peer programs. Instructional videos have been produced for oneplace to provide information to members of the public on how to search the database and for services on how they can create/maintain a listing.

### More information:

For more information about 'Talking Families', visit [talkingfamilies.qld.gov.au](http://talkingfamilies.qld.gov.au) and <https://www.facebook.com/talkingfamiliesqld>.



## Early action 30

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Support and develop senior guidance officers in regions and guidance officers in schools, as lead staff managing and responding to student mental health concerns.

**Implementation:**

- STORM suicide prevention and postvention training has been delivered to secondary Senior Guidance Officers (SGOs) and Guidance Officers (GOs).
- Suicide Risk Continuum (SRC) training was delivered to primary SGOs and GOs across the state.
- Mental Health Coaches worked with schools to increase mental health literacy.
- Mental Health Coaches, in partnership with headspace have provided postvention support training to schools.

**Next steps:**

Development of a state-wide Department of Education and Training mental health strategy to continue to support key staff, including guidance officers, to respond to student mental health concerns.

## Early action 31

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Promote and develop universal strategies that promote mental health and wellbeing for all students, early intervention support for students identified with mental health and wellbeing concerns and intensive support that includes multi-disciplinary involvement and case management for the students who require individual plans and interventions.

**Implementation:**

- Mental Health Resource Hub materials have assisted school staff to increase their understanding of mental health issues and research.
- Mental Health Coaches have worked with schools to train staff in early identification and mental health literacy.

**Next steps:**

Development of a state-wide Department of Education and Training mental health strategy to continue to support key staff, including guidance officers, to respond to student mental health concerns.

## Early action 32

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**Agency:** Department of Education and Training

**Action Status:** Action ongoing

**Priority area:** Develop and Learn Well

**Action:** Promote school-wide universal social and emotional frameworks and initiatives, such as Kids Matter Primary, Mind Matters and Schoolwide Positive Behaviour Support (Positive Behaviour for Learning).

**Implementation:**

Kids Matter, Mind Matters and Schoolwide Positive Behaviour Support (Positive Behaviour for Learning) have all been promoted through the Mental Health Resource Hub as whole-school frameworks to promote wellbeing and mental health.

**Next steps:**

Promotion is ongoing.

## Early action 33

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Support schools with complex case management for students requiring intensive support.

**Implementation:**

The Department of Education and Training (DET) has established eight Mental Health Coaches across the State to provide leadership and direction in the planning and implementation of mental health and wellbeing initiatives. This includes working with schools to:

- develop protocols and processes in managing complex cases related to students' mental health needs
- build the capacity of school leaders and teaching staff by providing professional development and support in complex case management and meeting legislative requirements
- facilitate cross-sectoral linkages to build local capacity for mental health promotion, illness prevention and early intervention
- build school capacity to support all students by providing a framework for schools to work collaboratively by networking and establishing partnerships with other service providers
- develop protocols to work collaboratively with allied health stakeholders in developing a Student Plan for a young person with mental health needs.

DET has established the Students with Complex Mental Health Conditions Advisory Group to provide cross-sectoral advice on the development and implementation of a statewide continuum of educational delivery to support students with severe and complex mental health needs. Training in the use of Functional Behaviour Assessment and using this information to formulate individual plans is provided to school staff.

**Next steps:**

Online Functional Behaviour Assessment tool being developed

## Early action 34

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Roll out a suite of professional support training and resources for educators working with children with disability and/or complex additional behavioural needs.

**Implementation:**

Professional online learning courses rolled out and available to educators working with children with disability and/or complex additional behavioural needs.

**Next steps:**

- The Department of Education and Training will review the ongoing availability of the professional online learning courses from 2018.
- Conference will be held again in 2018.
- The Department will continue to consult with external providers to maintain professional learning program focused on the support and engagement of students with autism.

**More****information:**

Available on the Department's Learning Place platform: Autism Hub and Reading Centre website <https://ahrc.eq.edu.au/>

## Early action 35

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Provide supported training pathway through the Skilling Queenslanders for Work initiative for disengaged young people and young people subject to court orders or bail, to gain nationally recognised skills and vocational qualifications for successful transition to employment, education and training.

**Implementation:**

The Department of Education and Training provided supported training pathways for disengaged young people subject to court orders or bail through the Skilling Queenslanders for Work (SQW) initiative. This initiative enables these young people to gain nationally recognised skills and vocational qualifications for successful transition to employment, education and training.

**Next steps:**

The Department will continue to deliver the SQW initiative to disadvantaged job seekers to 30 June 2019.

**More****information:**

Further information about SQW can be found at <https://training.qld.gov.au/home/sqw>

## Early action 36

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Improve outcomes for children in the statutory child protection system by developing a service model to facilitate earlier intervention and access to therapeutic services at an earlier stage of their entry in care. Services will prioritise access to culturally capable support for Aboriginal and Torres Strait Islander children and continue to provide services to children and young people in out of-home care who have severe and complex psychological and behavioural support needs.

**Implementation:**

The Department of Communities, Child Safety and Disability Services (DCCSDS) has re-signed amended contracts with Queensland Health (QH) until 30 June 2018, to provide specialist therapeutic services to children and young people in out-of-home care who have complex and extreme support needs. The new contracts require QH to extend services to children and young people whose placements are not secure, to ensure culturally sensitive services are available for Aboriginal and Torres Strait Islander children and young people, and to increase the focus of services to infants and children at risk. DCCSDS continues to work with QH and other key stakeholders to identify options that enable early identification of mental health needs and provision of therapeutic health services to children and young people at an earlier stage of statutory intervention and to better support families care for their children safely at home.

**Next steps:**

Future investment design and decisions will be informed by the development of a new service delivery model for both the existing Evolve Therapeutic Services cohort and the early intervention service target cohort.

## Early action 37

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Continue the Ed-LinQ program in 12 Hospital and Health Services to enhance capacity and improve linkages between the education sectors, the primary care sector and the mental health sector to work together to enhance the early detection and collaborative management of mental health difficulties and disorders affecting school-aged children and young people.

**Implementation:**

The Ed-LinQ program continued to be funded in 12 Queensland Hospital and Health Services (HHS). In 2015-2016, the Queensland Mental Health Commission funded the Child and Youth Mental Health Service, Children's Health Queensland HHS to complete the Ed-LinQ Renewal Project. In 2016-17 this project undertook extensive cross sectoral consultation to develop a renewed model of service at the state and HHS level and provided recommendations regarding the expansion of the Ed-LinQ program across HHSs.

**Next steps:**

Funding for enhancements to the Ed-LinQ program is provided under *Connecting care to recovery 2016-2021: a plan for Queensland's state-funded mental health alcohol and other drug services* and includes additional resources for a state-wide coordinator, development of a workforce development strategy, development of a performance and monitoring framework and additional Ed-LinQ resources.



## Early action 38

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Provide specialist early psychosis services, with an early intervention focus, to support and treat young people between the ages of 15 and 25 years experiencing a first episode of psychosis.

**Implementation:**

There is a service agreement in place between the Department of Health and each Hospital and Health Service (HHS) for the provision of public health services. The service agreement defines the services that are to be provided by the HHS and the funding to be provided to the HHS for the delivery of these services. The Department of Health continued to fund early psychosis services through the service agreements with the Townsville, Gold Coast, Metro North and Metro South Hospital and Health Services

**Next steps:**

The Department of Health will continue to provide funding to support the operation of early psychosis services in 2016-17.

## Early action 39

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<b>Agency:</b>	Department of National Parks Sport and Racing
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Deliver the Get Started Vouchers Program that support children aged 5 to 17 years, particularly from those families least able to support a child joining a sport or active recreational club, with the capacity to report on the number of vouchers.

**Implementation:**

During 2016-17, nearly 41,000 Get Started Vouchers valued at \$6.03 million were redeemed at local sport and recreation clubs. Eighteen per cent of children who redeemed a voucher during 2016-17 indicated they had not played club sport before.

**Next steps:**

Get Started Vouchers Round 11 is set to open for applications on 24 January 2018. The program assists eligible children aged 5 to 17 years join a registered local sport or active recreation club, particularly those who are least able to afford to. Vouchers, valued up to \$150, can be redeemed to pay for, or off set, the cost of membership or participation fees.

**More****information:**

<https://www.qld.gov.au/recreation/sports/funding/getinthegame/getstarted/>

## Early action 40

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<b>Agency:</b>	Department of National Parks Sport and Racing
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	Produce a range of early childhood educational resources in electronic form for promoting physical activity in babies, toddlers and pre-schoolers.

**Implementation:**

The Department of National Parks, Sport and Racing provided access to 1182 online resources such as *Move Baby Move*, *Active Alphabet* and *Lets Get Moving* in 2016-17. These downloadable resources build the capacity of early childhood professionals, parents, care givers and community sport volunteers to support early engagement in quality physical activity.

**Next steps:**

Access to online educational resources for promoting physical activity in babies, toddlers and pre-schoolers will continue in 2017-18.

**More****information:**

<https://www.npsr.qld.gov.au/community-programs/school-community/childhood-programs/>

## Early action 41

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Develop and Learn Well
<b>Action:</b>	<p>Partner with <i>beyondblue</i> to support dissemination and uptake of the programs, services and resources which supports mental health and wellbeing of children and young people. This includes: –</p> <ul style="list-style-type: none"> <li>youthbeyondblue — <i>beyondblue</i>’s website for young Australians aged 12 to 25 includes information on depression, anxiety, bullying, alcohol, self-harm and suicide. – BRAVE program — free, online evidence-based program that helps prevent and treat anxiety in young people aged between eight and 17 years. – Parenting guidelines and strategies — information and resources for parents regarding how to support healthy child development and respond effectively to children experiencing emotional or behavioural difficulties. – Family guide to youth suicide prevention — a guide to support parents of young people who may be at-risk of suicide. It includes information and videos on the warning signs and risk factors of suicide; how to support a young person, including getting help from a health professional; and supporting young people to be resilient.</li> </ul>

### Implementation:

On behalf of the Queensland Government, the Commission continued to support *beyondblue* with \$645,000 as part of a long standing commitment to improving community awareness, understanding and responses to depression, anxiety and suicide. The funding provides Queensland with access to *beyondblue*’s suite of awareness resources, programs and activities. As at December 2016, the funding supported *beyondblue* to deliver:

- KidsMatter and MindMatters programs, delivered across 871 of Queensland’s early childhood education and care centres and schools
- Heads Up online resources to support mentally healthy workplaces, accessed 17,045 times in Queensland
- *beyondblue* Support Service, accessed by more than 8,000 Queenslanders
- *beyondblue* online forums, with 14,769 Queensland members
- *beyondblue* BRAVE online anxiety program, with 2,245 registered participants in Queensland
- the *Dadvice* campaign, *Invisible Discriminator* campaign, and *Healthy Families* website.

As at December 2016, *beyondblue* websites had been accessed 608,284 times by Queenslanders, while 230,644 resources on anxiety, depression and suicide prevention had been distributed across Queensland.

### Next steps:

The Commission maintained quarterly coordination meetings to strengthen liaison and communication and also participated at the *beyondblue* state and territories planning forum. The Queensland Mental Health Commissioner is an observer on the *beyondblue* Board. The Commission will continue funding *beyondblue* in 2017-18.

## Early action 42

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<b>Agency:</b>	Department of the Premier and Cabinet
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Live Well
<b>Action:</b>	Develop and implement a Domestic and Family Violence Prevention Strategy and Implementation Plan in response to the Not Now, Not Ever Report.

**Implementation:**

- The Domestic and Family Violence Prevention Strategy, Queensland says: not now not ever, and its first implementation plan, First Action Plan 2015–2016, were released in the previous financial year, on 19 February 2016.
- The Second Action Plan 2016–17 to 2018–19 was released on 3 November 2016. The second action plan builds upon the strong foundation laid in the first action plan and will transform the way we work together to better protect victims and hold perpetrators to account.
- \$323.1 million over six years has been allocated for domestic and family violence initiatives in response to the Not Now, Not Ever report.

**Next steps:**

- The recommendations of the Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland report and the Domestic and Family Violence Prevention Strategy will be implemented through four action plans over a ten year period.
- The Third Action Plan will cover a three year period (2019–20 to 2021--22) and continue the reform agenda.

**More****information:**

For further information visit: [www.qld.gov.au/enddomesticandfamilyviolence](http://www.qld.gov.au/enddomesticandfamilyviolence).

## Early action 43

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Design and implement a new financial resilience program over three years, commencing 2016–17, to support vulnerable Queenslanders respond better to financial stresses, personal issues and cost of living pressures.

**Implementation:**

The \$25 million over four years Better Budgeting initiative enabled the establishment of 27 financial counsellor and financial resilience worker positions across Queensland, as well as two Good Money Stores in Cairns and Southport, providing low cost microfinance options for people experiencing financial stress. Together with the continuation of emergency relief, these measures are assisting Queenslanders to understand their financial situations and resolve immediate difficulties while avoiding high cost, high risk private finance options.

**Next steps:**

The Department of Communities, Child Safety and Disability Services (DCCSDS) will deliver, in partnership with regional offices, an induction session for organisations with financial resilience and financial counsellors across the state. The DCCSDS will also develop an evaluation framework to assess, over time, how well the financial resilience package is assisting people with financial vulnerability.

## Early action 44

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Live Well
<b>Action:</b>	Promote Queensland as a united, harmonious and inclusive community by developing legislation to introduce a Multicultural Queensland Charter and establish a Multicultural Queensland Advisory Council to engage stakeholders and provide advice to government.

### Implementation:

The Multicultural Recognition Act 2016 (the Act) commenced on 1 July 2016 and the Multicultural Queensland Charter and Multicultural Queensland Advisory Council are established. Council members were appointed in August 2016 for a three year term. The Act requires the development of a multicultural policy and action plan (section 19 and 20). The *Queensland Multicultural Policy: Our Story, Our Future* and a whole-of-government *Multicultural Action Plan 2016-17 to 2018-19* were released in December 2016. The action plan, which has a focus on inclusive, harmonious and united communities, includes actions to improve mental health and wellbeing of people from culturally and linguistically diverse backgrounds.

### Next steps:

The Queensland Government will continue to implement actions under the *Multicultural Action Plan 2016-17 to 2018-19*.

### More

#### information:

*Multicultural Recognition Act 2016* webpage:

<https://www.communities.qld.gov.au/multicultural/policy-governance/multicultural-recognition-act-2016> Multicultural Queensland Charter webpage:

<https://www.communities.qld.gov.au/multicultural/policy-governance/multicultural-queensland-charter> Multicultural Queensland Advisory Council webpage:

<https://www.communities.qld.gov.au/multicultural/policy-governance/multicultural-queensland-advisory-council> Multicultural Policy and Action Plan webpage:

<https://www.communities.qld.gov.au/multicultural/policy-governance/multicultural-policy-action-plan>

## Early action 45

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Live Well
<b>Action:</b>	Develop a whole-of-government strategy to support and strengthen opportunities for women and girls through a range of initiatives and partnerships focused on creating gender equality in Queensland.

**Implementation:**

The *Queensland Women's Strategy* (QWS) was released in March 2016. The Strategy sets out a vision that the Queensland community respects women, embraces gender equality and promotes and protects the rights, interests and wellbeing of all women and girls. The online *Community Implementation Plan* (CIP) was released in December 2016 and includes initiatives that are delivered across Queensland by government, community and business sectors to tackle gender inequality. The CIP currently has over 170 initiatives and will continue to grow.

**Next steps:**

The CIP will be updated annually (until 2021) with new initiatives delivered by government, community and business sectors aimed at increasing gender equality in Queensland. The Queensland Government will continue to release annual report cards to monitor the status of women using data from the Australian Bureau of Statistics.

**More****information:**

The QWS and CIP can be accessed by visiting [www.communities.qld.gov.au/gateway/womens-strategy](http://www.communities.qld.gov.au/gateway/womens-strategy).



## Early action 46

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Live Well
<b>Action:</b>	Lead the development of a whole-of-Government Queensland Violence Against Women Prevention Plan to increase the safety and wellbeing of women and girls in our homes and communities.

**Implementation:**

The *Queensland Violence against Women Prevention Plan 2016-22* (VAWPP) was released in October 2016. The VAWPP complements the *Domestic and Family Violence Prevention Strategy 2016-26* which focuses on domestic and family violence as the leading form of violence against women.

**Next steps:**

The Department of Communities, Child Safety and Disability Services will oversee the ongoing implementation of the VAWPP.

**More****information:**

[www.communities.qld.gov.au/communityservices/women/queensland-violence-against-women-prevention-plan-2016-22](http://www.communities.qld.gov.au/communityservices/women/queensland-violence-against-women-prevention-plan-2016-22)

## Early action 47

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<b>Agency:</b>	Department of Housing and Public Works
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Implement a two year Mental Health Demonstration Project to test a new integrated housing, health and social welfare support model to improve housing stability outcomes for people living in social housing who are experiencing mental illness or related complex needs in partnership with Queensland Health.

### Implementation:

- The Department of Housing and Public Works is partnering with Queensland Health and other agencies to implement the Mental Health Demonstration Project in Chermside and Fortitude Valley Housing Service Centre catchment areas.
- It is testing a new collaborative prevention and early intervention housing, health and welfare service delivery model to address gaps in the service system.
- By 30 June 2017, 166 participants received assessment, clinical mental health, in-home tenancy supports and links to other services.
- The two year project has been extended for six months until 31 December 2017.
- University of Queensland is evaluating the project, and the final outcomes evaluation is underway.
- The interim evaluation found participants had sustained tenancies, improved physical and mental health and increased social participation. It identified the benefits of early intervention for tenants with complex needs who are at high risk of eviction due to behaviours relating to illness.
- An online learning and development portal with six e-Learning modules has been launched with Queensland Health. 543 staff and network partners have learned about the needs of tenants experiencing mental illness, mental health difficulties and problematic substance use, and how to stabilise their housing.

### Next steps:

- The final evaluation report will inform future planning for strengthened service delivery approaches for tenants with mental illness and complex needs.
- Under the *Queensland Housing Strategy 2017-2020 Action Plan*, the department will build on the Mental Health Demonstration Project and establish partnerships that will provide holistic responses to people with mental health concerns living in public housing.

## Early action 48

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<b>Agency:</b>	Department of Science Information Technology and Innovation
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Promote opportunities for researchers, business and entrepreneurs to research, explore and develop solutions to address mental health and mental illness challenges under the Advance Queensland initiative.

**Implementation:**

- The Queensland Government is focused on diversifying the State's economy and driving innovation-led growth through the flagship \$420 million Advance Queensland initiative. Advance Queensland programs encourage research and innovation, including in the areas of mental health and mental illness.
- This is consistent with the *Queensland Science and Research Priorities*:
  - Supporting the translation of health and biotechnology research where Queensland has a particular interest or specific expertise.
  - Improving health data management and services delivery.
- As at 30 June 2017, \$205 million had been committed through more than 60 initiatives, resulting in 1650 recipients of grants, competition and other opportunities.
- In 2016-17, over \$500,000 in grants were approved for a number of projects aimed at developing and enhancing solutions to address mental health and mental illness challenges, with funding progressively distributed on a milestone achievement basis.
- Project topics included an innovative mobile app to solve the increasingly large problem of loneliness, social disconnection and associated mental health issues and the development of a diagnostic tool for early diagnosis of neurodevelopment disabilities and an automated tool for relapse prediction in mood disorders.

**Next steps:**

Advance Queensland will continue to hold funding rounds for its initiatives throughout the life of the program.

**More information:**

Further information is available at [www.advance.qld.gov.au](http://www.advance.qld.gov.au).

## Early action 49

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Enhance personal resilience of prisoners and strengthen protective factors through the delivery of the Strong Not Tough Adult Resilience program. The Strong Not Tough Adult Resilience program will be rolled out in 2015-16 to assist prisoners build emotional and social skills, and resilience strategies that are both practical and useful for coping with stressful circumstances. The initial target group will include prisoners with a history of suicidal ideation or experiencing adjustment difficulties within the correctional environment.

**Implementation:**

The Strong Not Tough Adult Resilience Program has been rolled out to all sites and is now embedded in Queensland Corrective Services' (QCS) program delivery schedules and targets.

**Next steps:**

Queensland Corrective Services (QCS) continues to support and deliver this resilience program.

## Early action 50

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Live Well
<b>Action:</b>	Deliver the Stronger Community Mental Health and Wellbeing Grants Program 2015-16 to support non-government organisations and local governments to undertake activities which: support social inclusion of those experiencing mental illness, mental health problems and problems related to alcohol and other drug use; and community participation by providing opportunities and removing barriers to undertaking activities that are meaningful, engaging and which enhance feelings of confidence and self-worth. The grants will focus on vulnerable groups including people living in rural and remote Queensland, Aboriginal and Torres Strait Islander peoples; and people from culturally and linguistically diverse backgrounds.

### Implementation:

- In 2016-17, the Commission provided \$1.03 million to support 24 initiatives from across the Queensland as part of the Stronger Community Mental Health and Wellbeing Grants Program.
- Through the provision of up to \$50,000 grants, the program supported locally-led, collaborative initiatives that aim to improve social inclusion and community participation of people living with mental illness, problematic alcohol and other drug use and people affected by suicide.
- The program further focussed on initiatives that sought to improve the physical health of people living with mental illness through integrated, evidence-based community programs.

Initiatives funded under the 2016-17 program included a focus on stigma and discrimination experienced by people living with problematic alcohol and other drug use, social inclusion of people for Culturally and Linguistically Diverse Background; development of local action plans for wellbeing and projects focusing on the need of people living with disability and Aboriginal and Torres Strait Islander peoples.

### Next steps:

The Commission will continue to support local community-led action to improve mental health and wellbeing through the Stronger Community Mental Health and Wellbeing Grants Program in 2017-18.

### More

#### information:

<https://www.qmhc.qld.gov.au/work/promotion-awareness/grants-program-2/>

## Early action 51

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Live Well
<b>Action:</b>	Develop and support localised wellbeing hubs in up to three local government areas to support community initiatives. the Queensland Mental Health Commission will provide support for the establishment of localised wellbeing hubs which will work across sectors to build capacity to support the mental health and wellbeing of community members.

### Implementation:

The Commission continues to support three Hubs to deliver locally responsive approaches to improving mental health and wellbeing in Queensland by raising awareness of positive mental health; facilitating access to information and resources; and coordinating local wellbeing activity.

- **Central Highlands Hub** – CentacareCQ is supporting local reference groups in the Blackwater, Capella, Gemfields and Springsure communities
- **Logan and Southern Moreton Bay Islands Hub** – Relationships Australia Queensland is working to embed wellbeing activity across Logan City and the Southern Moreton Bay Islands
- **Northern and Western Hub** – Selectability is working with communities in Northern Queensland with a focus on Mackay, Townsville and Mareeba.

As a component of the capacity building approach, Hubs personnel have undertaken training in Wheel of Wellbeing (WOW) and are utilising the framework for community engagement and knowledge building. Hub stakeholders have also undertaken Mental Wellbeing Impact Assessment screening training and are working with communities to assess the mental health impacts of programs and initiatives. The Hubs facilitated delivery of 46 WOW programs or activities in 2016-17, including 21 in rural communities.

### Next steps:

All three Hubs reviewed their progress in the first year and provided a second year proposal, adapting and building on achievements from the first year. The Commission has provided funding for a second year for the Hubs to continue activities that build capacity and capability for sustainable and evidence-based mental health and wellbeing at the local level.

## Early action 52

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Live Well
<b>Action:</b>	Develop a more coordinated approach to mental health awareness training in Queensland. Mental health awareness training such as Mental Health First Aid Training and Youth Mental Health First Aid Training has been shown to improve community awareness of mental health issues. This training is delivered across the State by a wide variety of organisations. To ensure that training is delivered in coordinated way and is available throughout the State particularly rural and remote communities, the Queensland Mental Health Commission will support the development of a coordinated approach across Queensland.

### Implementation:

The Commission has engaged Open Minds Australia to undertake a two-stage project to enhance the coordination and quality assurance of common mental health literacy training programs. In 2016–17, an audit was undertaken to examine:

- delivery of common training programs
- gaps in community training needs
- existing coordination and quality assurance processes
- instructor accreditation and support needs.

The audit took place between July and August 2016 and involved input from more than 600 providers and end users of mental health literacy training programs across a broad range of sectors. The audit found that mental health literacy training is well regarded and in demand, particularly in the not-for-profit mental health and social service sectors. Training was seen as important for providing basic understanding of common mental health conditions and a 'common language' across a range of human services. The audit also highlighted several challenges for the delivery of mental health literacy training in terms of relevance of content, accessibility and flexibility, coordination and quality. Based on the audit findings, Open Minds made 17 recommendations and outlined a proposal for a training coordination and quality assurance trial.

### Next steps:

The Commission is considering the audit report and will build on the findings of this work in 2017–18.

## Early action 53

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Live Well
<b>Action:</b>	Develop and support a community approach to reducing stigma associated with mental health problems and mental illness. The Queensland Mental Health Commission will develop and provide support to implement complementary stigma reduction activities focused on contact based education strategies involving positive exposure with people with a lived experience of mental illness who can share their experiences of mental illness and recovery.

### Implementation:

Stigma and discrimination associated with mental illness in the workplace can impact people's ability to find work, return to work following ill health, and limit people's promotional opportunities. It may also hinder workplaces taking appropriate action to create mentally healthy workplace environments or appropriate workplace adjustments. In 2016–17, the Commission engaged EYSweeney to undertake qualitative research on stigma and discrimination in the workplace and its impact on people's experiences of obtaining and maintaining employment, and make recommendations for future stigma reduction strategies. As part of this work, in-depth interviews and online forums were completed with 59 people with a lived experience of mental illness, as well as with 28 employers, peak bodies and academics. The research explored the factors that make for a positive and negative experience in the workplace, and sought participants' views about effective approaches to reduce employment related stigma and discrimination.

### Next steps:

A final report and recommendations is being prepared and will be provided to the Commission in the second half of 2017.



## Early action 54

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Live Well
<b>Action:</b>	Support the evaluation of the West Moreton Adult Integrated Mental Health Services Model. The model aims to improve the coordination and integration of clinical and nonclinical community based services for people living with severe mental illness and complex needs. The evaluation will seek the views of consumers and their experiences of accessing services through the model.

### Implementation:

- In 2016-17 the Commission continued to support the evaluation of the West Moreton Adult Integrated Mental Health Service. The model aims to improve the coordination and integration of clinical and nonclinical community based services for people living with severe mental illness and complex needs.
- The evaluation aims to build and share evidence about what is working to improve the coordination and integration of clinical and non-clinical community based services for people with severe mental illness and complex needs.
- The evaluation is taking place over three years, using a mixed methods design and collecting data from people with a lived experience accessing the service, staff and program documentation.
- It will seek the views and experiences of the people accessing services through the model, including the barriers and enabling factors associated with a new model of service integration.
- The evaluation is overseen by a partnership between Aftercare, service providers including the West Moreton Adult Integrated Mental Health Service, and The University of Queensland.

### Next steps:

The evaluation is due to be completed in April 2018.

## Early action 55

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<b>Agency:</b>	Department of the Premier and Cabinet
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Live Well
<b>Action:</b>	Implement the Queensland Government's response to the report of the Domestic and Family Violence Taskforce Report (Not Now, Not Ever Report).

### Implementation:

- The Queensland Government response to the report *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland* was released on 18 August 2015.
- The Government accepted all 121 of the report's recommendations directed at Government and supported the remaining 19 non-government recommendations.
- The Government response includes a 10 year strategy for the prevention of domestic and family violence. Implementation will occur through four action plans over ten years.
- As at the end of June 2017, 72 of the 121 Government recommendations have been completed, and the remaining 49 have commenced.
- Key achievements include:
  - evaluating and continuing the trial of a specialist domestic and family violence magistrates court at Southport, and funding specialist approaches in Beenleigh and Townsville, with circuit to Mount Isa and Palm Island
  - commencing pilots for integrated service responses
  - establishing new supported accommodation services for victims in Brisbane and Townsville, and committing to do the same in Roma, Charters Towers, Gold Coast and North Brisbane
  - releasing a package to strengthen workplace support, including flexible working arrangements and a new entitlement of 10 days paid leave per year for public sector employees affected by domestic and family violence
  - developing a comprehensive evaluation framework to measure the impact of the strategy and ensure the best available information informs implementation decisions.

### Next steps:

- \$323.1 million over six years has been allocated for domestic and family violence initiatives in response to the Not Now, Not Ever report.
- The Government will continue to implement the recommendations of the Not Now, Not Ever report through the Domestic and Family Violence Prevention Strategy and its action plans.

### More information:

For further information visit: [www.qld.gov.au/enddomesticandfamilyviolence](http://www.qld.gov.au/enddomesticandfamilyviolence)

## Early action 56

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Live Well
<b>Action:</b>	Implement the National Disability Insurance Scheme (NDIS) Participant Readiness initiative to assist Queenslanders with disability to better understand the opportunities presented by the NDIS. Two mental health service providers have been funded under the Participant Readiness initiative to deliver participant readiness activities to people with mental illness who may be eligible for the NDIS. The initiative commenced on 1 July 2014 and will continue until 30 June 2016.

**Implementation:**

Initiative has subsequently been extended twice and now has an end date of 30 June 2018. Both existing mental health service providers (Mental Illness Fellowship of Queensland and Connections Inc) have been funded to deliver services during this extended period.

**Next steps:**

The project will continue in 2017-18.

## Early action 57

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Coordinate human and social recovery support following disasters to assist individuals, families, and communities to recover through, the provision of personal support and counselling.

### Implementation:

The Department of Communities, Child Safety and Disability Services (DCCSDS) continues to work with its government and non-government human and social recovery partners to provide personal support and counselling services following disasters. During the 2016-17 financial year, this has included assistance to people affected by the Home Hill backpacker hostel incident (August 2016), Moorooka bus incident (October 2016), Dreamworld accident (October 2016), Swickers Bacon Factory fire (November 2016); and the Whitespot prawn disease outbreak in Logan/Albert River areas (December 2016). Significant assistance has been provided to people impacted by Severe Tropical Cyclone (STC) Debbie (March 2017) and the subsequent rain and flooding event. As the recovery effort transitions to medium to longer-term recovery, tenders have been called for the provision of individual support (personal and financial counselling) and community development activities.

### Next steps:

The provision of assistance to people impacted by STC Debbie is an ongoing activity into the 2017-18 financial years. The process is ongoing at this time with the following actions being implemented:

- Funding for individual support (personal and financial counselling) and community development programs has been provided by the Commonwealth Government for a period of 2 years from 1 July 2017.
- Tenders for service provision for the programs have closed, been assessed and service providers for the respective locations appointed.
- The program implementation covers the local government areas of Gold Coast, Isaac, Logan City, Mackay, Rockhampton, Scenic Rim and Whitsunday.

## Early action 58

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Support wellbeing centres in Aurukun, Coen, Hopevale and Mossman Gorge which provide a range of social and emotional wellbeing services.

**Implementation:**

The operational management of the four Wellbeing Centres (WBC) transitioned from the Royal Flying Doctors Service to Apunipima Cape York Health Council, the regional community controlled health organisation for Cape York, on 1 April 2017. The WBC are a jointly funded Commonwealth and Queensland Government Initiative with funding available until the 2018-19 financial year for their continued operation. The WBCs deliver culturally safe mental health and drug and alcohol support services to holistically address the mental health and healing needs of Aboriginal and Torres Strait Islander people. Services offered include clinical assessment, care planning and coordination, as well as early intervention, health promotion and education that supports cultural healing and protective strategies, and focus on optimising wellness and improving Indigenous health and wellbeing. Service continuity has been maintained across the four sites since the transition of the Centres to Apunipima, with reports of increased employment of local people, and improved engagement with community members who may not have previously come into contact with WBC staff.

**Next steps:**

The Aboriginal and Torres Strait Islander Health Branch in Queensland Health is working in collaboration with the Commonwealth Departments of Health and Prime Minister and Cabinet regarding the ongoing implementation of the WBCs, as well as the framework for reporting back of health and performance outcomes. In 2017-18 approx \$4.9 million is available to Apunipima, including \$1,239,075 allocated by the Queensland Government, for the operation of the four WBCs.

## Early action 59

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Support people living with severe mental illness and complex care needs to access tailored clinical and community support services that assist people to live meaningful lives in the community. This will be delivered through service integration coordinators based in the following Hospital and Health Services: Metro North; Metro South; Gold Coast; Toowoomba; Sunshine Coast; Wide Bay; Central Queensland; Mackay; Townsville; and Cairns and Hinterland. Services are tailored to meet individual needs.

### Implementation:

Twenty-one Service Integration Coordinators or Complex Care Coordinators are currently employed in 15 Queensland Health Hospital and Health Services; Metro North; Metro South; Gold Coast; Darling Downs; Sunshine Coast; Wide Bay; Central Queensland; Mackay; Townsville; Children's Health Queensland; West Moreton; Torres and Cape; South West; North West and Cairns and Hinterland Hospital and Health Services. Service Integration Coordinators assist people with severe mental illness and complex care needs receiving psychosocial support across Queensland under the Housing and Support Program (HASP). In 2016-17, 569 people received support under the HASP. Their role is to support people with severe mental illness and complex care needs to access a range of clinical and community support services which are tailored to meet individual needs and assist people to live meaningful lives in their community.

### Next steps:

The action continues in 2017-2018. Service Integration Coordinators will continue to work with government, non-government and private sector organisations, to connect consumers to services that will meet their needs. Service Integration Coordinators will focus on the transition of mental health clients to the National Disability Insurance Scheme (NDIS) by providing assistance and information to Queensland Health mental health clients who wish to access NDIS services.

## Early action 60

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action commenced but changed
<b>Priority area:</b>	Live Well
<b>Action:</b>	Update and relaunch the Mental Illness Nursing Documents MIND Essentials resource aimed at facilitating early intervention and integrated healthcare by providing the general nursing workforce with information about different mental disorders, on how they may present in a general nursing setting, practical strategies and guidelines for management, screening tools and links to further information.

**Implementation:**

Targeted feedback on specific sections of the MIND Essentials resource was sought from individuals based on their expertise. Discussions with the Hunter Institute of Mental Health, the original resource developer, to collaboratively revise and expand the current MIND Essentials document and make it applicable to a range of settings have commenced.

**Next steps:**

Negotiations with the Hunter Institute of Mental Health are on-going with regards to alignment and progress of work on this resource and finalisation of approval processes for the Queensland project. Other jurisdictions have expressed preliminary interest in working collaboratively towards an online launch of a renewed Mental Illness Nursing Documents (MIND) Essentials resource. The review conducted by Queensland Health would be used to inform this work. Discussions with the Hunter Institute of Mental Health regarding capacity to undertake this renewed approach and ongoing Queensland Health involvement is ongoing.

## Early action 61

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Promote the physical health of people with severe mental illness by the Mental Health Clinical Collaborative focusing on increased metabolic monitoring and smoking cessation interventions.

### Implementation:

In 2016-17 a further commitment of \$1 million allocated statewide to a Community Mental Health Smoking Cessation Quality Improvement Payment (QIP C) for 2017-18 as part of the Queensland Health Smokefree Healthcare initiative. Improvements made to the Consumer Integrated Mental Health Application (CIMHA) to facilitate implementation of the QIP C, including the ability to record and regularly update smoking status of a consumer. The Smoking Cessation Clinical Pathway (SCCP) now available on CIMHA as part of a consumer's electronic medical record. Two forums held with staff from inpatient and community adult mental health services from across Queensland. 'Smokefree in Community Mental Health' initiative launched at the forum in May 2017.

- Clinicians in attendance at the forums voted to increase the target for the Mental Health Clinical Collaborative Physical Health Indicator to 65%. The indicator shows proportion of community consumers diagnosed with schizophrenia who also have a physical health assessment recorded. Currently 7 out of 16 Queensland Health mental health services meet this target.
- Improvement has been demonstrated in the smokefree inpatient indicator with the statewide average increasing monthly since October 2016 to 65% of identified smokers in mental health services having a SCCP completed.

### Next steps:

Six-monthly forums for all Queensland Health adult mental health services with a focus on smoking cessation in community mental health services are planned for 2017-18.

Implementation of the Smokefree in Community Mental Health initiative, including launching the COMMUNITY Smokefree Clinical Indicator, is the objective of the Mental Health Clinical Collaborative in 2017-18.



## Early action 62

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**Agency:** Queensland Health

**Action Status:** Action ongoing

**Priority area:** Live Well

**Action:** Provide mental health and personalised support for Aboriginal and Torres Strait Islander people to participate in their community and to achieve outcomes that are meaningful to them.

**Implementation:**

Queensland Health continued to provide support for Aboriginal and Torres Strait Islander people experiencing a severe and persistent mental illness to participate in their community and to achieve outcomes that are meaningful to them. Community-managed mental health organisations are currently funded to deliver personalised support, group support, family and carer support and mutual support activities in a number of locations including Brisbane, Hopevale, Wujal Wujal, Yarrabah, Ipswich and Cairns.

**Next steps:**

Organisations have current service agreements until June 2018.

## Early action 63

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Provide targeted mental health and personalised support for people to live well including those: – experiencing eating disorders to participate in the community and to achieve outcomes that are meaningful to them. – from culturally and linguistically diverse backgrounds to participate in their community and to achieve outcomes that are meaningful to them. – with moderate to severe mental illness who are exiting prison to participate in their community and to achieve outcomes that are meaningful to them.

**Implementation:**

Queensland Health continued funding for community managed mental health organisations to provide mental health support for the groups identified including:

- state-wide personalised support, group support, family and carer support and mutual support services for people who experience eating disorders, their carers and families
- personalised support, group support, family and carer support and mutual support services for people from culturally and linguistically diverse backgrounds in Brisbane and Townsville
- transition from correctional facility services for those with moderate to severe mental illness in Brisbane, Sunshine Coast, Central Queensland, Townsville and Cairns.

**Next steps:**

This is an ongoing activity and services will continue in 2017-18.

## Early action 64

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Assist people experiencing mental illness to stabilise their tenancy, self-manage their well-being and avoid the risk of homelessness and/or escalation of mental illness.

**Implementation:**

Queensland Health continued to fund community managed mental health organisations to provide mental health support and tenancy sustainment to avoid the risk of homelessness and/or escalation of mental illness. These programs provide a range of supports including short to medium term support to assist in breaking the cycle of moving through acute care, boarding house or hostel accommodation and homelessness. Mental health services continue to work in partnership with the Department of Housing and other government and non-government agencies to support people living in social housing to maintain their housing and develop strategies for managing their wellbeing.

**Next steps:**

This is an ongoing action and will continue in 2017-18

## Early action 65

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**Agency:** Queensland Health

**Action Status:** Action ongoing

**Priority area:** Live Well

**Action:** Fund the Royal Flying Doctors Service to provide the Drought Wellbeing Service. This initiative provides community primary mental health and outreach service provision with a focus on early intervention. The service incorporates counselling and psychology services integration with local providers, services, general practitioners and communities.

**Implementation:**

Contract with the Royal Flying Doctors Service for the provision of the Drought Wellbeing Service was extended to 30 June 2018. This service provides community primary mental health and outreach services focusing on early intervention.

**Next steps:**

- Establish quarterly meetings to track implementation of the program
- Retain 6 monthly reporting of service utilisation.

## Early action 66

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Live Well
<b>Action:</b>	Integrate mental health with emergency and disaster management arrangements across the community including public and private health sectors, in conjunction with the local, district, and other government agencies, in coordination with State Health Emergency Coordination Centre and State Human and Social Recovery Group.

**Implementation:**

Draft revised Mental Health Disaster and Emergency Incident sub plan is out for consultation with key partners. This plan will replace the current Human and Social Recovery Appendix in the current Queensland Health Disaster Plan. The new plan clarifies the role and function of mental health services in the response and recovery phases of disasters and emergency incidents.

**Next steps:**

New Mental Health Disaster and Emergency Incidents Plan to be endorsed prior to release.

## Early action 67

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Provide funding to Children's Health Queensland to: – broker referrals and support services from community-based and clinical services for Aboriginal and Torres Strait Islander young people as they transition from clinical mental health services to their home environments. – deliver post release support services for Aboriginal and Torres Strait Islander young people with severe and complex mental health problems transitioning from detention into the community who require ongoing care and support.

### Implementation:

Eighty-four Aboriginal and Torres Strait Islander young people from the Brisbane area received comprehensive mental health, social and emotional wellbeing assessments prior to their release from the youth detention centre as part of the Mental Health Transitions Program. Sixty-six of these young people were successfully transitioned into mental health, cultural and other support services into the community from youth detention. Ninety-five Aboriginal and Torres Strait Islander young people from South East and Central Queensland were engaged with local Aboriginal and Torres Strait Islander community-based organisations and wrap-around support services as part of their transition from youth detention and inpatient services. A Service Integration Co-ordinator provided 175 cultural consultations to mental health clinicians to support Aboriginal and Torres Strait Islander mental health consumers with accessing appropriate community based support. Service Integration and Mental Health Transition programs have established linkages and integrated referral pathways with approximately 55 Health, Family and Youth Government and Non-government services and Aboriginal and Torres Strait Islander services to improve service provision to Aboriginal and Torres Strait Islander with complex support needs.

### Next steps:

Continue to build cultural capacity within mental health and youth justice staff through the provision of formal training to ensure culturally competent practices. Increase engagement with Aboriginal and Torres Strait Islander young people's families through the utilisation of telehealth services, to ensure families are involved in their child's recovery throughout their child's admission to youth detention and transition into the community.

## Early action 68

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<b>Agency:</b>	Queensland Police Service
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Provide training to police officers to support improved responses to people experiencing mental health problems. The Queensland Police Service provides training to police officers throughout their career commencing with police recruit training and first year constable training to the skills and knowledge when acting as first responders to situations involving people living with mental illness.

**Implementation:**

The Queensland Police Service (QPS) continues to provide training for police officers throughout their career from recruits through to first year officers and first responders. Both recruit training and first year officer training was updated in 2016-2017 to ensure these officers have a full understanding of the new powers and responsibilities under the new *Mental Health Act 2016*. Almost 11000 QPS officers up to and including the rank of Inspector undertook Vulnerable Persons Training in 2016-2017. This included a two-day face to face training session focussing on cultural change, understanding mental illness, de-escalation and communication skills, and online learning products focussed on legislative changes under the new *Mental Health Act 2016* and amendments to the *Domestic and Family Violence Act 2012*.

**Next steps:**

QPS officers will continue training for how to respond to incidents involving persons with impaired mental capacity throughout their careers. The training will be subject to evaluation and continual improvement processes as per best practice.

## Early action 69

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<b>Agency:</b>	Queensland Police Service
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Improve and reduce police interactions with people living with a mental illness by enabling police and mental health services to work together to support people who are experiencing a mental health crisis in the community. The Queensland Police Service works with Queensland Health to provide case management for people who live with a mental illness who have frequent contact with the police. Case management focuses on reducing police contact and can include the development of a crisis plan. These arrangements are in place in Townsville and Fortitude Valley and from 2015 in Caboolture. A Senior Queensland Mental Health Clinician is also embedded in the Queensland Brisbane Communication Centre to provide advice to police about responding to people living with mental health issues

**Implementation:**

The Queensland Police Service (QPS) continues to work with Queensland Health to provide a collaborative approach for responding to people who live with mental illness and have frequent contact with police. As well as district based Mental Health Intervention Coordinators from QPS and Queensland Health working together to address local issues, co-responder models are in place in Fortitude Valley and Cairns with trials currently being undertaken in Caboolture, Ipswich and the Sunshine Coast. The Mental Health Liaison Officer embedded in the Police Communications Centre is ongoing and has been bolstered in 2016-2017 with a senior mental health clinician now rostered seven days per week.

**Next steps:**

Lessons learnt from current co-responder trials will inform future implementation of the programs and best practice for local models.



## Early action 70

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<b>Agency:</b>	Arts Queensland
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Fund and coordinate actions to build individual and community resilience by delivering arts and cultural services to identified communities at risk, such as regional and remote Queenslanders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities and young people.

### Implementation:

- \$34.8 million invested in arts and culture for regional Queenslanders through the Regional Arts Development Fund, arts funding programs and Arts Owned Companies and Statutory Bodies. Projects and events supported inclusive activities and programs around growing individual and community identity and resilience.
- \$3.15 million was invested through the Backing Indigenous Arts initiative, to support traditional and contemporary art practices, ensure a vibrant network of Indigenous Art Centres, increase professional, business and employment opportunities, and support cultural retention activities for Aboriginal peoples and Torres Strait Islander peoples. This initiative generates individual and community resilience through the delivery of locally designed arts and cultural projects and services.
- \$8.5 million was committed through contestable funds in arts and cultural programs to support services and deliver programs with a focus on children and young people.
- Arts Queensland's state-wide investment also included programs focussing on culturally and linguistically diverse communities, people experiencing disability, older people and women. Activities utilised the creative industries to connect community members, providing safe, sharing and cohesive environments.

### Next steps:

Arts Queensland will continue to support and promote arts and cultural services that connect communities and contribute to individual and community resilience including working closely with the State's arts and cultural sector and partners to develop a new framework that strengthens the delivery of arts services to regional communities.

### More

#### information:

For further information visit the Arts Queensland website. Arts Queensland publishes case studies and blog posts which showcase good practice. These can be found on the AQ blog and case studies page.

## Early action 71

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Live Well
<b>Action:</b>	Provide \$645,000 to beyondblue annually to support the implementation of the Queensland beyondblue Community Awareness Initiative that involves a comprehensive approach to community awareness and stigma reduction activities in Queensland. This includes dissemination of: – national advertising campaigns and supporting resources covering depression, anxiety, perinatal depression); life stages (for example, youth, older people); population groups (for example, Lesbian, Gay, Bisexual, Transgender and Intersex people; Aboriginal and Torres Strait Islander people); and settings (for example, rural communities) – Have the Conversation — a suite of resources to help people have a conversation with someone they are concerned about – the STRIDE project — to demonstrate the impact of digital interventions to reduce the stigma of anxiety, depression, and or suicide in Australian men aged 30 to 64 years – the Stop. Think. Respect. project to challenge everyone in Australia to check their behaviour, think about their actions and challenge discrimination when they see it happening including specific actions in regard to discrimination against LGBTBI people through the Is it ok to be left handed and discrimination against Indigenous Australians through The Invisible Discriminator.

### Implementation:

On behalf of the Queensland Government, the Commission continued to support *beyondblue* with \$645,000 as part of a long standing commitment to improving community awareness, understanding and responses to depression, anxiety and suicide. The funding provides Queensland with access to *beyondblue's* suite of awareness resources, programs and activities. As at December 2016, the funding supported *beyondblue* to deliver:

- KidsMatter and MindMatters programs, delivered across 871 of Queensland's early childhood education and care centres and schools
- Heads Up online resources to support mentally healthy workplaces, accessed 17,045 times in Queensland
- *beyondblue* Support Service, accessed by more than 8,000 Queenslanders
- *beyondblue* online forums, with 14,769 Queensland members
- *beyondblue* BRAVE online anxiety program, with 2,245 registered participants in Queensland
- the *Dadvice* campaign, *Invisible Discriminator* campaign, and *Healthy Families* website.

As at December 2016, *beyondblue* websites had been accessed 608,284 times by Queenslanders, while 230,644 resources on anxiety, depression and suicide prevention had been distributed across Queensland.

### Next steps:

The Commission maintained quarterly coordination meetings to strengthen liaison and communication and also participated at the beyondblue state and territories planning forum. The Queensland Mental Health Commissioner is an observer on the beyondblue Board. The Commission will continue funding beyondblue in 2017-18.

## Early action 72

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Work Well
<b>Action:</b>	Further build the awareness, capability and support of Department of Education and Training staff by: – Introducing a standardised suite of toolbox sessions promoting workplace wellbeing – Developing a training program to increase the capability of workplaces and schools to develop and manage best practice wellbeing programs – Developing of a short training package on identifying and responding to mental health problems in the workplace.

**Implementation:**

Two training sessions promoting workplace wellbeing have been developed, including Resilience and Work/Life Integration. A training program to increase the capability of workplaces and schools to plan, develop and implement a workplace wellbeing program has been developed and delivered to a number of workplaces in the Department of Education and Training.

**Next steps:**

Training sessions will continue to be delivered to school staff and workplaces. Online versions of training sessions will be developed to increase access to workplaces and school staff and incorporated into existing online staff wellbeing resources currently available to Department of Education and Training staff. Development of a short module - Mental Health in the Workplace will be completed and delivered in Department of Education and Training workplaces as required. This module will also be made available online in 2017-18.

**More****information:**

Further information about Pre-Qualified Suppliers can be found at <https://training.qld.gov.au/providers/pqs>

## Early action 73

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<b>Agency:</b>	Queensland Treasury
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Work Well
<b>Action:</b>	Develop a new Mental Health at Work Action Plan to address psychological injury and mental health in the workplace. The Plan will focus on strategies and action to enable Queensland businesses to protect their workers and others from harm arising from psychological hazards including stress, bullying, work related violence and fatigue. Workplace Health and Safety Queensland will be seeking input from a wide range of industry stakeholders and social partners to develop the plan.

### Implementation:

The *Mental Health at Work Action Plan 2016 – 2020* was launched at the Inaugural Mental Health at Work Forum (12 October 2016). In addition, Libby Trickett was announced as the Queensland Mental Health at Work Ambassador at the Forum. The Mental Health at Work Action plan aims to:

- build leadership capability at all levels of industry to better understand and manage workplace psychosocial hazards
- turn the latest research into practical, evidence based tools relevant to the industry sectors experiencing the highest prevalence of mental disorders
- work with community, industry and social partners to increase the visibility and importance of mental health
- provide a targeted and effective regulatory framework designed to increase recognition of psychosocial hazards and ability to meet legal requirements.

### Next steps:

The next steps include:

- Development and delivery of the Mentally Healthy Workplaces Toolkit and workshops
- Development and delivery of LEADing for Safety training for frontline supervisors
- The Mental Health at Work Ambassador continues to link with businesses to communicate the importance of mental health in the workplace

Promotion of tools and resources to businesses via Industry Network Forums, the regional engagement program and the Mental Health at Work Forum 2017

### More

#### information:

Mental Health At Work Action Plan and Resources

## Early action 74

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<b>Agency:</b>	Anti-Discrimination Commission Queensland
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Work Well
<b>Action:</b>	Promote 'fair and inclusive workplaces' during Human Rights Month starting in November 2015, to raise awareness of supportive and diverse workplaces that are inclusive of all, including those living with mental illness and mental health problems. The Anti-Discrimination Commission Queensland will be providing education, resources and support to participating workplaces.

### Implementation:

The Human Rights Month campaign for 2016 took place from 10 November to 10 December 2016. Under the overarching theme of 'Fair and Inclusive Workplaces', the focus topics for the 2016 campaign were Mentally Healthy Workplaces and Flexibility at Work. ADCQ partnered with Mental Illness Fellowship Queensland (MIFQ) to deliver the campaign. Specific resources were developed for each focus topic to assist workplace champions to start conversations and implement actions within their workplaces. Resources included stories about mentally healthy workplaces, myths about mental health, FAQs about mental health, videos and reports on mental health at work. The campaign also included a World Cafe conversation on flexible workplaces and supporting employees with mental health issues and a panel discussion titled "Becoming and employer of choice: how flexible work practices and a focus on mental health can improve your bottom line". For the first Human Rights Month campaign in 2015 the ADCQ had primarily focussed on attracting public sector agencies to participate. In 2016 we extended our reach to the public and community sectors, securing an additional 67 workplace champions on top of the 91 who signed up during the first year.

### Next steps:

Human Rights Month 2017 is currently being planned and will run from 10 November - 10 December 2017. While the focus topics for this year's campaign are not yet confirmed, ADCQ will endeavour to incorporate information about mental health in all future campaigns.

### More

#### information:

Resources can be viewed on the ADCQ website at: [www.adcq.qld.gov.au/resources/fair-and-inclusive-workplaces](http://www.adcq.qld.gov.au/resources/fair-and-inclusive-workplaces).

## Early action 75

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<b>Agency:</b>	Queensland Police Service
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Work Well
<b>Action:</b>	Develop a Queensland Police Service Framework for Improving Mental Health, Wellbeing and Suicide Prevention Plan 2015-17 to better manage mental health issues within the Queensland Police Service, including procedures for post-incident management. Other work being undertaken includes Heads Up Management Mental Health Information Sessions focused on providing managers in the Queensland Police Service with information about mental health in the workplace and the development of organisational awareness campaign designed to reduce stigma and encourage police to seek help.

### Implementation:

- The Queensland Police Service (QPS) extended our external counselling services to the partners of police employees and retired police.
- The QPS piloted the implementation of a new mental health education program (Currently known as the Mental Health Continuum) developed in the Royal Canadian Mounties for police working in child abuse and sexual crimes that aims to build knowledge and skills in supervisory levels to recognise respond and refer employees experiencing mental health issue.
- Resilience Education: 1200 police and partners will attend the half day Kevin Gilmartin Workshops in 2016-17 on Emotional Survival for Law Enforcement.
- The Auditor-General in 2016-17 has undertaken a Mental Health Program Audit on the QPS capability to prevent and manage poor employee mental. The Report to Parliament is expected to be delivered in first quarter 2017-18.

### Next steps:

- It is anticipated important data will be gathered during the consultation phase for the Our People Matter Strategy which will inform a new approach to psychological first aid for managing critical incidents.
- Resilience Education: 2000 police and partners are expected to attend the Kevin Gilmartin Workshops in September 2017 on Emotional Survival for Law Enforcement.
- Mental Health Services via 1800Assist EAP will be extended to the children of police employees.
- A Domestic and Family Violence free and confidential telephone service for police employee victims or perpetrators has been established. 1800 4 QPS DFV.
- The QPS will consider and implement recommendations from the Auditor-Generals Report into QPS Employee Mental Health.
- The QPS is participating in Stress Prevalence research with Beyond Blue in the second quarter of 2017-18. This research forms part of the Beyond Blue first responder project that QPS has been a partner in.

## Early action 76

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<b>Agency:</b>	Department of Environment and Heritage Protection
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Work Well
<b>Action:</b>	Implement the 2015-16 Health and Wellbeing Program that will provide mental health awareness sessions focused at managers. Supervisory staff will be provided with information and training to develop a greater understanding of mental health and contribute to a more supportive culture.

### Implementation:

The 2015-16 Health and Wellbeing Program has been finalised and succeeded by the implementation of the 2016-17 Health and Wellbeing Program. The 2016-17 Health and Wellbeing Program included the following components aimed at increasing understanding of mental health and contribute to a positive and supportive workplace culture:

- Stress Tolerance and Resilience training sessions made available.
- Mental health awareness training sessions for managers delivered in regional locations.
- Mental health awareness training session delivered to Trained Safety Advisors as part of an annual workshop.
- Partnering with external organisations, such as Australian CEO Challenge to assist the department with is awareness and workplace support offering in relation to domestic and family violence.
- Provision of Employee Assistance Program (EAP), including Manager Support, available to all workers.

Evaluation of the program influences the direction of the 2017-18 Health and Wellbeing Program. Evaluation included monitoring participation rates and completing post training course surveys as well as the introduction of a Safety Behaviour Survey. Additionally the introduction of EAP survey will assist the department to ensure appropriate workplace support is available to all workers.

### Next steps:

The Health and Wellbeing Program for 2017-18 will incorporate further mental health awareness programs aimed at addressing mental health within the workplace and providing appropriate workplace support.

## Early action 77

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Work Well
<b>Action:</b>	Increase opportunities for people living with mental illness to gain employment through social enterprises. The Queensland Mental Health Commission will work with the not for profit sector to engage with industry to identify opportunities for social enterprises to mature and develop

**Implementation:**

From 2016-17 the Queensland Mental Health Commission is investing \$130,000 for three years on a project with the Department of Housing and Public Works that aims to embed social procurement practices within Queensland Government agencies and improve job opportunities for people living with mental illness. Over three years the project will:

- build capability and awareness among Queensland government buyers about social procurement policy and practice, particularly as it relates to social enterprises
- develop and deliver practical information, advice and a social procurement toolkit
- support the Queensland social enterprise sector to build capability and capacity as suppliers to government.

The Commission also continued to support the Toowoomba Social Procurement Project that aims to increase job opportunities for people living with mental illness by building the capacity of local businesses to identify employment opportunities and engage with social enterprise. Through this project 66 employment opportunities were provided and work is ongoing to build the capacity of the social enterprise community in Toowoomba to capitalise on current and emerging procurement opportunities.

**Next steps:**

The Commission will continue to support the Department of Housing and Public Works social procurement project for the next two years.

**More****information:**

A social procurement page has been established on the Queensland Government website <https://www.forgov.qld.gov.au/consider-social-procurement>.



## Early action 78

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Work Well
<b>Action:</b>	Promote the importance the lived experience of mental illness in service planning and delivery including through the peer workforce.

### Implementation:

In 2016-17 the Queensland Mental Health Commission (the Commission) continued to work toward improved inclusion, meaningful participation and outcomes by supporting projects that sought to support organisations to better engage with people who have a lived experience of mental illness, problematic alcohol and other drug use, and suicide, and with their families, carers and supporters. This work included:

- providing a research grant to Dr Louise Byrne, Lecturer in Lived Experience, Central Queensland University to complete a research paper *Identifying barriers to change: the lived experience worker as a valued member of the mental health team*
- funding the Queensland Centre for Perinatal and Infant Mental Health and Women's Health Queensland Wide to deliver the Perinatal Mental Health and Awareness Project. This project included a focus on strengthening the involvement of people with a lived experience of perinatal mental illness recovery in the support and psychoeducation of expectant and new parents.

The importance of lived experience engagement, including through the peer workforce, was reinforced during consultation on the renewal of the *Queensland Mental Health, Drug and Alcohol Strategic Plan 2014-2019*.

### Next steps:

In 2017-18 the Commission will:

- publish and disseminate Dr Byrne's research paper *Identifying barriers to change: the lived experience worker as a valued member of the mental health team* to inform workforce development reforms, including those that are underway through *Connecting care to recovery 2016-2021: A plan for Queensland's State-funded mental health, alcohol and other drug services*
- fund Grow Queensland to implement a telehealth-facilitated program (eGrow) of mental health support based on the established Grow peer support model which has been evaluated by the Centre for Online Health at the University of Queensland.

## Early action 79

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<b>Agency:</b>	Department of National Parks Sport and Racing
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Work Well
<b>Action:</b>	Deliver the 2015-16 Health and Wellbeing Program that will focus on enhancing the knowledge and awareness among managers. Information and training will be provided to managers to develop a greater understanding of mental health and contribute to a supportive workplace culture. Managers will learn the principles, planning and management strategies involved in addressing mental health within the workplace.

### Implementation:

The 2015-16 Health and Wellbeing Program has been finalised and was succeeded by the implementation of the 2016-17 Health and Wellbeing Program. The 2016-17 Health and Wellbeing Program included the following components aimed at increasing understanding of mental health and contribute to a positive and supportive workplace culture:

- Stress Tolerance and Resilience training sessions made available to employees.
- Mental health awareness training sessions for managers delivered in regional locations.
- Mental health awareness training session delivered to Trained Safety Advisors as part of the annual workshop.
- Partnering with external organisations, such as Australian CEO Challenge to assist the department with is awareness and workplace support offering in relation to domestic and family violence.
- Provision of Employee Assistance Program, including Manager Support, available to all workers.

Evaluation of the program influences the direction of the 2017-18 Health and Wellbeing Program. Evaluation included monitoring participation rates and completing post training course surveys. Additionally the introduction of EAP survey will assist the department to ensure appropriate workplace support is available to all workers.

### Next steps:

The Health and Wellbeing Program for 2017-18 will incorporate further mental health awareness programs aimed at addressing mental health within the workplace and providing appropriate workplace support.

## Early action 80

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<b>Agency:</b>	Queensland Treasury
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Work Well
<b>Action:</b>	Implement the People at Work project that helps organisations to identify and manage workplace risk to the psychological health of their workers. The project involves a psychosocial risk assessment process and involves five stages so that organisations can independently assess whether their workers are at high risk of mental health problems at their workplace and identify the specific work characteristics unique to their business. Since the project began 64 Queensland organisations have participated, surveying around 9,700 Queensland workers from a range of industries and occupations.

### Implementation:

People at Work is a psychosocial risk assessment tool. It measures how different workplace characteristics influence worker health and well-being, focusing particularly on risks to psychological health. Workplaces can access, free of charge via the WorkSafe website:

- all materials required to administer and report on the People at Work survey (paper based survey, administrative instructions, reporting spreadsheet, focus group and action planning guides)
- additional resources to support organisations implementing a psychosocial risk management approach and evaluating the effectiveness of chosen interventions.

### Next steps:

The next step for the People at Work project is the provision of the psychosocial risk assessment process via a digital platform, a project that is currently underway. This will allow online completion of the survey, data analysis and generation of reports to support businesses and industry to manage psychological risk in their workplaces.

### More

#### information:

People at Work

## Early action 81

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Work Well
<b>Action:</b>	Implement the Queensland Healthier. Happier. Workplaces initiative which engages and supports Queensland workers to make positive and sustainable behaviour changes that reduce lifestyle-related health risk factors and improve their health. The initiative addresses a range of health issues including social and emotional wellbeing and is delivered in partnership with Workplace Health and Safety Queensland and the Local Government Association of Queensland.

### Implementation:

A tripartite agreement between Department of Health, Workplace Health and Safety Queensland (WHSQ) and WorkCover supports the Healthier. Happier. Workplaces Initiative (HHWI) was signed in 2016. The initiative aims to:

- address a range of health issues including social and emotional wellbeing
- increase sector and system capacity to embed health and wellbeing into workplace health and safety policies and practices
- increase the number of Queensland workplaces that implement and maintain workplace wellness programs to address lifestyle-related health risk factors
- increase access to and uptake of health promotion programs and policies

Total active workplaces number 3,109 (591 small business; 1,574 medium and 944 large businesses). The program also includes a Recognition Scheme. This financial year, 18 workplaces have achieved bronze status, 28 silver and six Queensland workplaces have gold recognition. The program is available to all levels of government, non-government agencies and industry sectors to develop and share innovative, tailored strategies and approaches to workplace health and wellbeing. A team of six advisors at WHSQ support workplaces to implement the program.

### Next steps:

The Healthier. Happier. Workplaces Initiative is funded until 30 June 2018, with a possible extension until 30 June 2019.

### More

#### information:

Healthier. Happier. Workplaces website <https://workplaces.healthier.qld.gov.au> provides information and resources to develop, implement and evaluate a health and wellbeing program in the workplace.

## Early action 82

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Work Well
<b>Action:</b>	Implement the Queensland Health Employment Specialist Initiative that supports people living with mental illness to find employment. The Initiative involves community mental health teams working collaboratively with an employment consultant from the local Disability Employment Service to support people living with mental illness to find work in the competitive employment market.

**Implementation:**

The Employment Specialist Program commenced in 2007 and is operating in 11 Hospital and Health Services (HHS) across the state. The program operates under an agreement between the HHS and local Disability Employment Agency and is not funded. The program has had some local adaptation since its inception to suit the needs of the local area.

**Next steps:**

The Employment Specialist Program is fully implemented in 11 HHS and there will be no further action on this initiative as implementation is completed. The initiative continues to operate as a partnership between the HHS and local employment agencies.

## Early action 83

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<b>Agency:</b>	Queensland Fire and Emergency Services
<b>Action Status:</b>	Action commenced but changed
<b>Priority area:</b>	Work Well
<b>Action:</b>	Provide support to fire and emergency services personnel with a focus on prevention and early intervention for mental health issues including critical incident follow up. Queensland Fire and Emergency Services implements a number of initiatives to support fire and emergency personnel including a Peer Support Program and Organisational Health Promotion and Awareness through presentations relating to various mental health issues. The Queensland Fire and Emergency Services is also developing a mental health promotion campaign to raise awareness and information about mental health issues, coping strategies and support operations.

### Implementation:

- Ongoing training to Peer Support Officers enabling increased awareness of and access to resources.
- Promotion of the Australasian Fire and Emergency Service Authorities Council Psychological First Aid Webinar.
- Proposal for statewide Mental Health First Aid training.
- Proposal for dedicated Senior Officer support service focused on mental health outcomes.
- Critical Incident Directive sign-off

### Next steps:

- Standardised Critical Incident training rollout across all regions.
- Establishment of Senior Officer support service.
- Statewide leadership advice service launched in 2016 and now actively utilised. Increased promotion of service and promotional materials being confirmed 2017.

## Early action 84

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Work Well
<b>Action:</b>	Require effective inclusive practice strategies to be implemented by Pre-Qualified Suppliers of government subsidised vocational education and training (VET) consistent with the Queensland VET Inclusive Learning Framework.

**Implementation:**

Registered training organisations (RTOs) approved as Pre-Qualified Suppliers (PQS) to deliver subsidised training are required under the terms and conditions of their contract to implement effective inclusive practice strategies for students. To maintain PQS status, the PQS must be able to show at audit that inclusive practice is a core business element.

**Next steps:**

Inclusion of effective inclusive practice strategies will continue to be included as a contractual requirement in future PQS agreements.

## Early action 85

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Work Well
<b>Action:</b>	Increase enrolment and qualification completions of Queenslanders, including people with disability, in the suite of government subsidised VET programs funded through the Annual VET Investment Plan to support increased workforce participation.

**Implementation:**

Participation in training is encouraged and supported through a range of measures and targeted initiatives, for example: higher concessional government subsidies to enable lower fees and increased training support; location loadings are also paid to encourage delivery into regional areas throughout Queensland; disadvantaged learners can access foundation skills training and lower-level vocational qualifications as part of a supported training pathway to a certificate III qualification; and eligible Year 12 graduates can access fee-free apprenticeships, traineeships and training in high priority areas within the calendar year after graduating.

**Next steps:**

These measures will continue to be made available under Queensland's VET investment framework in 2017–18.

**More****information:**

Further information on the VET Investment Plan is available at: <https://training.qld.gov.au/docs-data/strategies/vetinvest>



## Early action 86

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Work Well
<b>Action:</b>	Build the awareness, capability and support of Department of Education and Training staff by: – Providing guidance and online resources to Department of Education workplaces to plan, develop and review formal, targeted wellbeing programs – Delivering awareness sessions to assist staff to identify and respond to mental health issues in the workplace.

**Implementation:**

A suite of resource materials to build awareness and capability have been developed and include: a dedicated web page which includes framework, guidelines, templates, case studies, forms and resources to assist with best practice planning, development and implementation of wellbeing programs.

**Next steps:**

Continual improvements and updates to the Department of Education and Training online guide, tools and resources. Planned improvements include: incorporating a regional case study to compliment existing new resources to support wellbeing leadership and assist awareness raising. Training sessions to be made available online. These will build awareness and capability across the Department with respect to staff wellbeing resources and preferred best practice approaches to workplace wellbeing.

## Early action 87

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<b>Agency:</b>	All relevant Queensland Government agencies
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Work Well
<b>Action:</b>	Support the mental health and wellbeing of public sector employees through the planning and delivery of organisational wellbeing frameworks and/or mental illness awareness and early detection programs and training.

### Implementation:

- The *Be healthy, be safe, be well* Leadership Board commitment statement was released throughout public sector agencies articulating and making visible the commitment to supporting all public servants to live productive working lives.
- Public Service Commission, Directors'-General and Chief Human Resource Officers co-designed and implemented a *10 year Human Capital Outlook* and *3 year Strategic Roadmap* which identifies the health, safety and wellbeing of our workforce as one of the twelve strategic imperatives for the future.
- Consultation draft of the *Be healthy, be safe, be well framework* released to agencies and highlighted the drive for a more integrated and proactive approach to improve to workforce health, safety and wellbeing outcomes across the sector.
- Cross-agency working group developed recommendations for a whole-of-sector report on health, safety and wellbeing.
- Finalised a pilot and evaluation of flexible working arrangements to transform traditional ways of working that not only attract and retain talent but increase morale and improve employee wellbeing.
- Developed a draft culture transformation guide for the Queensland public sector that focuses on fostering healthy and positive workplace cultures.
- Continued implementation on the *Queensland Public Sector Inclusion and Diversity Strategy 2015-2020* to build the diversity of our workforce and support workplaces that embrace inclusion.

### Next steps:

- Finalisation and release of the *Queensland public sector Be healthy, be safe, be well framework*. Implementation will include improved whole-of-sector reporting and increased focus on improving all aspects of employee wellbeing – physical, psychological, financial, social and work wellbeing as well as creating mentally healthy workplaces.
- Work will commence on the development of a fresh approach to improving employment outcomes for people with disability. This will include a better understanding the current reality of inclusion for employees with disability in the workplace and identify implementation of pathways for disability and accessibility policies/plans.

### More

#### information:

- <https://www.forgov.qld.gov.au/human-capital-outlook-and-roadmap>
- <https://www.forgov.qld.gov.au/evaluation-pilot-flexible-working-program>
- <https://www.forgov.qld.gov.au/inclusion-and-diversity-commitment>

## Early action 88

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Work Well
<b>Action:</b>	Work with <i>beyondblue</i> to support the promotion and uptake of the Heads Up initiative with state-based government initiatives, industry associations and individual businesses. Heads Up is a national awareness, early intervention and prevention program designed specifically for workplace settings. It aims to increase the knowledge and skills of staff and managers to address mental health conditions in the workplace.

### Implementation:

On behalf of the Queensland Government, the Commission continued to support *beyondblue* with \$645,000 as part of a long standing commitment to improving community awareness, understanding and responses to depression, anxiety and suicide. The funding provides Queensland with access to *beyondblue's* suite of awareness resources, programs and activities. As at December 2016, the funding supported *beyondblue* to deliver:

- KidsMatter and MindMatters programs, delivered across 871 of Queensland's early childhood education and care centres and schools
- Heads Up online resources to support mentally healthy workplaces, accessed 17,045 times in Queensland
- *beyondblue* Support Service, accessed by more than 8,000 Queenslanders
- *beyondblue* online forums, with 14,769 Queensland members
- *beyondblue* BRAVE online anxiety program, with 2,245 registered participants in Queensland
- the *Dadvice* campaign, *Invisible Discriminator* campaign, and *Healthy Families* website.

As at December 2016, *beyondblue* websites had been accessed 608,284 times by Queenslanders, while 230,644 resources on anxiety, depression and suicide prevention had been distributed across Queensland.

### Next steps:

The Commission maintained quarterly coordination meetings to strengthen liaison and communication and also participated at the *beyondblue* state and territories planning forum. The Queensland Mental Health Commissioner is an observer on the *beyondblue* Board. The Commission will continue funding *beyondblue* in 2017-18.

## Early action 89

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Age Well
<b>Action:</b>	Develop a strategy to support the wellbeing and inclusion of older people in Queensland through a range of initiatives and partnerships that are focussed on creating age-friendly communities.

**Implementation:**

Following the development and release of the *Queensland: an age-friendly Strategic Direction Statement* in April 2016 and the supporting Action Plan in June 2016, the actions outlined in the Action Plan are now being implemented across the Queensland Government.

**Next steps:**

The action to develop a strategy is now complete. Implementation of the *Queensland: an age-friendly community Action Plan* is now being undertaken.

**More****information:**

Information and resources about Queensland: an age-friendly community is available at – [www.qld.gov.au/agefriendlycommunity](http://www.qld.gov.au/agefriendlycommunity)

## Early action 90

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Age Well
<b>Action:</b>	Support access to long-day respite care of people living with dementia to enable carers to participate in paid or volunteer work or undertake activities that support workforce participation. This initiative will commence in 2016 and will enable carers of those living with dementia and/or other neuro-degenerative disorders to participate in paid or volunteer work or undertake activities that support workforce participation such as study.

**Implementation:**

The seven providers selected to deliver extended hours respite care across Queensland commenced operation in July 2016 with annual reports from each due by the 31 July 2017. Qualitative feedback has indicated that the extended provision is highly valued by both care recipients and their carers. As planned, a competitive Request for Offer process was undertaken to select an organisation to develop tools and resources to support respite providers in delivering person centred respite care. University of New England Partners (UNEP) has now commenced the development of this tools and resources package. An evaluation of the extended hours dementia respite program has now commenced. The evaluation will assess effective methods of delivery and the impact of the program on the carer and care recipient. In total, \$20 million of funding is committed to the extended hours dementia respite program through to 30 June 2019.

**Next steps:**

Respite providers will continue into the second year of delivery as contracted. UNEP will continue the development of the tools and resources package. These will be submitted for initial testing in November 2017. The evaluation of the extended hours provision will progress with a final report due in June 2018.

## Early action 91

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Age Well
<b>Action:</b>	Provide five Seniors Legal and Support Services (located in Hervey Bay, Cairns, Townsville, Toowoomba and Brisbane) assist older people who are at risk of and/or experiencing elder abuse or financial exploitation. Each service is staffed by solicitors and social workers, with assistance being provided within a multi-disciplinary framework.

**Implementation:**

In 2016-17, the Department of Communities, Child Safety and Disability Services provided funding of \$2.6 million to the five Seniors Legal and Support Services (SLASS) to provide free legal and support services for seniors experiencing elder abuse, mistreatment or financial exploitation.

**Next steps:**

In 2017-18, a further \$700,000 per annum over three years will expand seniors and legal support services to the currently under-serviced areas of Rockhampton, Mackay, Gladstone, Sunshine Coast and Gold Coast. A further \$1.4 million over the next four years from 2017-18 will be provided to the existing and new seniors and legal support services to engage financial advisers who will provide seniors with relevant financial advice.

## Early action 92

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**Agency:** Department of Communities Child Safety and Disability Services

**Action Status:** Action ongoing

**Priority area:** Age Well

**Action:** Provide Older People's Action Program, delivered by 20 services across Queensland, aims to extend and strengthen personal and community connectedness of people over 60 who are at risk of social isolation.

**Implementation:**

The Older People's Action Program was financially supported with \$1,517,093 in 2016-17 and assisted 10,137 service users.

**Next steps:**

The Older People's Action Program will continue to be funded and delivered in 2017-18 with a budget of \$1,603,287.

## Early action 93

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Age Well
<b>Action:</b>	Implement the 60 and Better program, delivered by 23 services across Queensland, and is designed to support older people in developing and managing healthy ageing programs in their own communities. The program offers a mix of physical, social and intellectual activities. Activities include exercise programs, health talks, craft activities, theatre groups, card games and opportunities to explore computers and information technology

**Implementation:**

The 60 and Better program was financially supported with \$1,425,650 across Queensland in 2016-17 and was accessed by 8,494 service users.

**Next steps:**

The 60 and Better program will continue to be funded and delivered in 2017-18 with a budget of \$1,479,699.



## Early action 94

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Age Well
<b>Action:</b>	Support Older Men's Groups, delivered in Hervey Bay and Toowoomba, respond to the mental health needs of older men and assisting with reducing social isolation. Older Men's Groups provide a range of services to help older men remain connected in the community including information and referral to services and support networks available within the community and social and personal development activities to enhance skills, participation and confidence.

**Implementation:**

The Older Men's Groups received funding in 2016-17 with a budget of \$194,969. The programs were delivered in Hervey Bay and Toowoomba and assisted 415 service users.

**Next steps:**

The Older Men's Groups will continue to be funded and delivered in 2017-18 with a budget of \$200,101.

## Early action 95

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Age Well
<b>Action:</b>	Provide the Seniors Enquiry Line, a statewide information and referral service, provides Queensland seniors, their family, friends, grandparents and carers with access to information on topics such as financial and legal matters, social activities, household assistance, retirement accommodation, health, education and transport. The service also produces and distributes a statewide newsletter which provides information on community services, items of interest and events relevant to seniors.

**Implementation:**

The Department of Communities, Child Safety and Disability Services provided \$343,932 funding in 2016-17 to UnitingCare Community to deliver the Seniors Enquiry Line. Additional funding of \$400,000 over four years from 2016-17 has been provided for the Seniors Enquiry Line to improve services throughout Queensland including providing information and advice on a range of consumer protection issues and scams.

**Next steps:**

The Seniors Enquiry Line will continue to be funded and operated in 2017-18 with a budget of \$352,976.

**More information:**

The Seniors Enquiry Line can be contacted on 1300 135 500 or at <http://seniorsenquiryline.com.au>

## Early action 96

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Age Well
<b>Action:</b>	Provide an information, training and referral service for preventing, responding to, and raising awareness of elder abuse. This includes co-ordination of a statewide telephone helpline through the Elder Abuse Prevention Unit

### Implementation:

In 2016-17, the Department of Communities, Child Safety and Disability Services provided \$518,000 to the Elder Abuse Prevention Unit (EAPU), auspiced by UnitingCare Community, to provide a statewide service to respond to the abuse of older people in Queensland. The Elder Abuse Helpline offers specialised advice to people who experience, witness or suspect elder abuse. Preliminary figures for 2016-17 indicate that the EAPU responded to 2,578 calls with 1,706 of these being about abuse.

### Next steps:

In 2017-18, the EAPU will be funded to continue to deliver its service, and to increase its service delivery capacity. The EAPU is being provided with an additional \$200,000 per year for three years from 2017-18 to increase service delivery capacity plus a further \$100,000 one-off in 2017-18 to improve EAPU's technical systems to enhance their ability to capture and report data.

### More

#### information:

The Elder Abuse Helpline can be contacted on telephone 1300 651 192 between 9am- 5pm Monday to Friday, for the cost of a local call or by email at [eapu@uccommunity.org.au](mailto:eapu@uccommunity.org.au). The website is at [www.eapu.com.au](http://www.eapu.com.au)

## Early action 97

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**Agency:** Department of Communities Child Safety and Disability Services

**Action Status:** Action ongoing

**Priority area:** Age Well

**Action:** Support the Older Women's Network to promote discussion and action on topics such as healthy ageing; negative images of older women; access to information, housing and transport needs; companionship; and dealing with loss and change.

**Implementation:**

The Older Women's Network was supported financially with \$101,139 in 2016-17 and assisted 2,886 service users.

**Next steps:**

The Older Women's Network will continue to be funded and delivered in 2017-18 with a budget of \$103,799.

## Early action 98

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**Agency:** Department of Communities Child Safety and Disability Services

**Action Status:** Action ongoing

**Priority area:** Age Well

**Action:** Support grandparents who are the informal primary caregivers of grandchildren through Time for Grandparents initiative that provides access to camps, counselling and information.

**Implementation:**

The Time for Grandparents program was financially supported with \$821,505 in 2016-17. Over 3000 people accessed services of the program in 2016-17, which provides support for grandparents who are the informal primary carers of grandchildren.

**Next steps:**

The Time for Grandparents program will continue to be funded and delivered in 2017-18 with a budget of \$843,109.

**More**

**information:**

<http://www.grandparentsqld.com.au/program>

## Early action 99

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Age Well
<b>Action:</b>	<p>Work with beyondblue to disseminate the suite of initiatives that support the mental health and wellbeing of older people. These include: – beyondblue older adults campaign - designed to raise understanding amongst 60+ males and females across Australia about how they can stay mentally healthy as they get older – Ageing well –the 'Over Bl**dy Eighty ? A collection of personal stories from older Australians' booklet to showcase strategies for ageing well. A variety of older people talk about how they support their mental health – 'Connections Matter' booklet - provides older people with practical and evidence?based suggestions on how to help strengthen and maintain social networks. The booklet has been disseminated to approximately 3,000 Queenslanders, since being released earlier in 2015 – The Shed Online website - promotes men to connect with other men – The Professional Education to Aged Care (PEAC) Program - aims to raise awareness about depression and anxiety in older people, and heighten the skills of staff working in the aged care sector to recognise and respond to these conditions. The PEAC program is currently delivered as a face?to?face workshop, and will be available as an e?learning program in early 2016. – Accredited training resources for aged care staff, at Certificate III and IV levels on anxiety and depression and can be included in various aged care qualifications. They aim to improve the detection and management of anxiety and depression in older people accessing aged care. – Free educational resources for volunteers who support older people in residential or community settings. The resources include a volunteer workbook, facilitator guide, podcast and videos. The resources enable volunteer managers or co?ordinators to deliver training to their own volunteers.</p>

**Implementation:**

On behalf of the Queensland Government, the Commission continued to support *beyondblue* with \$645,000 as part of a long standing commitment to improving community awareness, understanding and responses to depression, anxiety and suicide. The funding provides Queensland with access to *beyondblue's* suite of awareness resources, programs and activities. As at December 2016, the funding supported *beyondblue* to deliver:

- KidsMatter and MindMatters programs, delivered across 871 of Queensland's early childhood education and care centres and schools
- Heads Up online resources to support mentally healthy workplaces, accessed 17,045 times in Queensland
- *beyondblue* Support Service, accessed by more than 8,000 Queenslanders
- *beyondblue* online forums, with 14,769 Queensland members
- *beyondblue* BRAVE online anxiety program, with 2,245 registered participants in Queensland
- the *Dadvice* campaign, *Invisible Discriminator* campaign, and *Healthy Families* website.

As at December 2016, *beyondblue* websites had been accessed 608,284 times by Queenslanders, while 230,644 resources on anxiety, depression and suicide prevention had been distributed across Queensland.

**Next steps:**

The Commission maintained quarterly coordination meetings to strengthen liaison and communication and also participated at the *beyondblue* state and territories planning forum. The Queensland Mental Health Commissioner is an observer on the *beyondblue* Board. The Commission will continue funding *beyondblue* in 2017-18.

## Suicide Prevention Action 01

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Stronger community awareness and capacity
<b>Action:</b>	Develop and trial a place-based suicide prevention initiative that builds on community strengths in a rural and remote community. This project aims to build upon existing community level suicide prevention activities, community infrastructure and strengths to enhance their responsiveness to local need. In consultation with local communities this initiative will be trialled in up to two sites in Queensland in the beginning of 2016.

### Implementation:

The first stage of the initiative, aimed to develop and trial a place-based suicide prevention initiative was undertaken between July 2015 and March 2017 and identified the Maranoa region in South-West Queensland as a suitable site for the project. Engagement with key stakeholders confirmed significant strengths in terms of community infrastructure, networks and engagement to proceed with a trial in the Maranoa. In June 2017 the Commission and the Western Queensland Primary Health Network (WQPHN) formed a partnership to establish the suicide prevention trial. Implementation of the project is being undertaken in two stages with the first phase being a six month detailed planning process to develop the place-based model. The trial will involve a broad range of sectors, programs and services that have, and are directly or indirectly contributing to the prevention of suicide and supporting those impacted by suicide in the Maranoa region. The project will build capacity and capability for suicide prevention and mental health and wellbeing activity at the local level. It will focus on sustainable actions that engage and equip local service providers and other key stakeholders to contribute to suicide prevention as relevant to their roles in the community and the Maranoa region.

### Next steps:

WQPHN has partnered with RHealth to undertake implementation planning. The implementation model will be presented in February 2018 to the Commission and the Western Queensland PHN for final review and approval. Pending endorsement, the project will be implemented over a two-year period from 2018-19. A project steering group will be established by the Commission and the Western Queensland PHN to provide high level governance on the delivery of the project.



## Suicide Prevention Action 02

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Stronger community awareness and capacity
<b>Action:</b>	Work with national partners including beyondblue to support a range of community awareness, education and stigma reduction activities that aim to reduce suicide risk by supporting people to enhance their mental health and improve people's opportunities to get the right help at the right time when they are unwell. The Queensland Mental Health Commission provides \$645,000 per year to beyondblue as a contribution to its nation-wide services, initiatives, research partnerships and campaigns. These include resources such as: Finding your way back: A resource for people who have attempted suicide; Guiding their way back: A resource for people who are supporting someone after a suicide attempt and Finding our way back: A resource for Aboriginal and Torres Strait Islander peoples after a suicide attempt. As of the end of July 2015, 19,400 copies of these resources have been provided to Queenslanders.

### Implementation:

On behalf of the Queensland Government, the Commission continued to support *beyondblue* with \$645,000 as part of a long standing commitment to improving community awareness, understanding and responses to depression, anxiety and suicide. The funding provides Queensland with access to *beyondblue's* suite of awareness resources, programs and activities. As at December 2016, the funding supported *beyondblue* to deliver:

- KidsMatter and MindMatters programs, delivered across 871 of Queensland's early childhood education and care centres and schools
- Heads Up online resources to support mentally healthy workplaces, accessed 17,045 times in Queensland
- *beyondblue* Support Service, accessed by more than 8,000 Queenslanders
- *beyondblue* online forums, with 14,769 Queensland members
- *beyondblue* BRAVE online anxiety program, with 2,245 registered participants in Queensland
- the *Dadvice* campaign, *Invisible Discriminator* campaign, and *Healthy Families* website.

As at December 2016, *beyondblue* websites had been accessed 608,284 times by Queenslanders, while 230,644 resources on anxiety, depression and suicide prevention had been distributed across Queensland.

### Next steps:

The Commission maintained quarterly coordination meetings to strengthen liaison and communication and also participated at the beyondblue state and territories planning forum. The Queensland Mental Health Commissioner is an observer on the beyondblue Board. The Commission will continue funding beyondblue in 2017-18.

## Suicide Prevention Action 03

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Stronger community awareness and capacity
<b>Action:</b>	Increase community awareness of suicide prevention activities through enhanced coordination and promotion of community events for World Suicide Prevention Day. Coordinated by Suicide Prevention Australia, World Suicide Prevention Day is designed to demonstrate global commitment to suicide prevention and the Commission will work with lived experience representatives and other services to promote community led events across the state.

### Implementation:

World Suicide Prevention Day is an international awareness day observed on 10 September each year to focus commitment, action and awareness to prevent suicide. In 2016-17 the Commission sought to broaden awareness and participation in World Suicide Prevention Day across Queensland. This included support for, and participation in, joint activities with not-for-profit organisation Roses-in-the-Ocean and Griffith University's Australian Institute for Suicide Research and Prevention. Activities included:

- Community leaders breakfast
- Australian Institute for Suicide Research and Prevention Community Suicide Prevention Forum
- Queen Street Mall community awareness event
- *Looking after your wellbeing* brochure and World Suicide Prevention Day poster
- Enhanced web presence and resources for World Suicide Prevention Day
- Media coverage of suicide survival, prevention and bereavement
- Participation in other suicide prevention awareness initiatives such as *RU ok? Day*

Dissemination of the *World Suicide Prevention Day Event host kit* to guide safe community conversations and awareness events for suicide prevention.

### Next steps:

In preparation for World Suicide Prevention Day 2017, the Commission has:

- increased its financial investment in World Suicide Prevention Day
- brought together sector participants to guide strategy and implementation for World Suicide Prevention Day
- funded four regional community leader events
- contracted a World Suicide Prevention Day coordinator to help grow community awareness.

## Suicide Prevention Action 04

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Stronger community awareness and capacity
<b>Action:</b>	Review the accessibility of resources to assist and support people bereaved by suicide, as well as for people who have attempted suicide, their families, friends and other support persons. Although many organisations provide support to people bereaved by suicide including through telephone support lines and on-line resources, the Commission will work with people with a lived experience to identify the availability, accessibility and utility of these supports, including those for different vulnerable population groups, people who have attempted suicide and their families, friends and support persons.

### Implementation:

In May 2015 the Commission contracted Orygen, the National Centre of Excellence in Youth Mental Health to review the accessibility of resources to assist and support people bereaved by, or affected by suicide. The review was conducted with the support of a lived experience advisory group. Key components of the study included interviews with representatives of suicide support services and people with a lived experience of a suicide, and a survey that received 175 individual responses on the availability, quality and accessibility of supports and resources. The final report acknowledges the relationship between people who are risk of suicide, their carers and those bereaved by suicide, and their subsequent vulnerability to suicide and other adverse outcomes. The review found that there was a lack of resources available for people bereaved by, or affected by suicide, as well as poor promotion and evaluation of resources. A lack of resources was particularly evident for people who have attempted suicide and their carers. Face-to-face support was evaluated as being the most effective form of support and was also the most highly valued resource by people with a lived experience of suicide. The final report identifies key findings aimed to inform the development of resources and support services that show respect to, and boost the resilience of these groups.

### Next steps:

A response to the final report is being prepared that will outline recommendations for future actions.

## Suicide Prevention Action 05

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Stronger community awareness and capacity
<b>Action:</b>	Provide resilience training for staff identified as first responders to assist them in managing the personal impact of attending to traumatic or stressful situations. Participation also aims to promote access to additional supports such as the Employee Assistance Program.

### **Implementation:**

The Department Justice and Attorney-General (DJAG) has received approval to engage a contractor to develop a vicarious trauma framework and support materials for use in Justice Services. Resilience training is a mandated component of Custodial Officer training in Queensland Corrective Services. In the 2016-17 financial year, more than 350 new Custodial Officers undertook the training. Youth Justice has developed plans to roll-out resilience training and the timing of this roll-out is being considered.

### **Next steps:**

Justice Services will seek to engage a contractor in early 2017-18. Youth Justice's resilience training timing will be considered.

## Suicide Prevention Action 06

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Stronger community awareness and capacity
<b>Action:</b>	Support the MATES in Construction Scoping Project 'Saving lives in the Construction Industry' to identify options to expand its suicide prevention initiatives to rural and regional Queensland and to include small and medium sized businesses. This project will examine and provide recommendations on future priorities and sustainable funding options for effective 'wrap around' services for suicide prevention and postvention in the construction industry.

### Implementation:

In 2015, the Commission provided funding to MATES in Construction for the project Saving Lives in the Construction Industry. Finalised in September 2016, the project investigated expanding MATES to small and medium sized businesses and their workers in regional and rural Queensland. Consultation with industry stakeholders and more than 600 construction workers identified the following key issues:

- the impact of unemployment, particularly for areas previously reliant on coal seam gas and disaster recovery projects
- lack of mental health services in regional/remote areas and the distance to travel to access services
- strong interest in acquiring skills to help co-workers experiencing distress and an interest in removing the stigma associated with mental health issues
- drug, alcohol and addiction issues, and family and relationship issues are having the greatest impact on the mental health and wellbeing of construction workers.

### Next steps:

The Commission's initial investment of \$155,000 has resulted in a significant outcome for MATES. In March 2017 the Queensland Government announced funding of \$1 million over 18 months to support expansion of the program to rural and remote sites, small businesses and young workers within the industry.

### More

#### information:

The Saving Lives in the Construction Industry report is available at:

<http://micaus.bpndw46jvgfycmdxu.maxcdn-edge.com/wp-content/uploads/2015/11/Queensland-Mental-Health-Commission-Saving-Lives-Report.pdf>

## Suicide Prevention Action 07

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<b>Agency:</b>	Queensland Police Service
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Stronger community awareness and capacity
<b>Action:</b>	Develop a Queensland Police Service Framework for Improving Mental Health, Well Being and Suicide Prevention Plan 2015-17 as a prevention and postvention plan to better manage mental health issues within the Queensland Police Service, including procedures for post-incident management.

### Implementation:

- The Queensland Police Service (QPS) and the three Unions supporting our employees have established Mental Health as a priority within the *Our People Matter Strategy* currently under development. In the consultation phase completed in 2016-17, more than 150 families and 1500 police provided their suggestions for improvements and services to assist them to improve their psychological health.
- The Commissioner established a Steering Committee to oversee the development and execution of the Our People Matter Strategy.
- The Our People Matter Strategy is anticipated to be launched in the second quarter of 2017-18. The Strategy will facilitate broad education of the workforce and police families on mental health, mental health services and policies and activities to improve risk management and support.

### Next steps:

- It is anticipated important data will be gathered during the consultation phase for the Our People Matter Strategy which will inform a new approach to psychological first aid for managing critical incidents.
- Police Psychologists and Social Workers recorded Resilience Education: 2000 police and partners are expected to attend the Kevin Gilmartin Workshops in September 2017 on Emotional Survival for Law Enforcement.
- Mental Health Services via 1800Assist EAP will be extended to the children of police employees.
- The QPS will consider and implement recommendations from the Auditor -Generals Report into QPS Employee Mental Health.
- The QPS is participating in Stress Prevalence research with Beyond Blue in the second quarter of 2017-18. This research forms part of the Beyond Blue first responder project that QPS has been a partner in.

### More information:

<http://www.ourpeplematter.com.au>

## Suicide Prevention Action 08

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<b>Agency:</b>	Queensland Fire and Emergency Services
<b>Action Status:</b>	Action commenced but changed
<b>Priority area:</b>	Stronger community awareness and capacity
<b>Action:</b>	Provide support programs for frontline officers that focus on post-incident support including Fire Care and Embrace and improved access to employee assistance programs. Deliver Peer Support Officer training on suicide and suicide awareness, to enhance the responsiveness of existing networks.

### Implementation:

- Ongoing training for all Peers Support Officers has been implemented to support identification and best practice management of suicidality.
- Training delivered to Local Controllers (leaders) and Senior Officers within selected regions regarding identification and management of suicide.
- Leaders advice service for triaging and managing duty of care regarding suspected or apparent suicide within members.

### Next steps:

- Standardised training rollout across all regions
- Establishment of training across all Senior Officers

## Suicide Prevention Action 09

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<b>Agency:</b>	Queensland Rail
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Stronger community awareness and capacity
<b>Action:</b>	Continue facilitation of Employee Exposure Prevention and Support Programs to provide employee assistance and psychology services. This encompasses specific initiatives for relevant operational staff such as a peer support program for Rail Traffic Crew and processes to reduce the exposure of Station Operations personnel to traumatic events such as fatalities. Pre-employment assessment measures are also included for certain roles that may be exposed to traumatic incidents.

**Implementation:**

Employee Exposure Prevention Programs focus on leader and employee education including workshops on resilience, mental health in the workplace and customised “early intervention” programs for itinerant employees. Support Programs include regular updates on services available to Leaders such as critical and traumatic incident management, managing team unity and intervention strategies. Support services for all employees includes access to qualified psychologists for personal and work related issues, including onsite support following traumatic incidents in the workplace.

**Next steps:**

The rollout of Employee Exposure Prevention Programs will continue on a risk basis.



## Suicide Prevention Action 10

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Enhance the capacity of hospital emergency departments to identify and respond to those at risk of suicide. Queensland Health will implement a 12 month suicide prevention project focused on enhanced training and resources to hospital emergency departments, which will be developed in close consultation with people who have survived or been bereaved by suicide. The Queensland Centre for Mental Health Learning has been engaged, in collaboration with the Clinical Skills Development Service, to develop and deliver a targeted and sustainable training program. Training will be tailored specifically for emergency department doctors, nurses and allied health staff, to recognise, assess, manage and refer people at risk of suicide.

### Implementation:

- Two hundred Queensland Health staff have been trained as facilitators and can now deliver the Suicide Risk Assessment and Management in Emergency Departments (SRAM-ED) training package at a local level.
- Statewide, a total of 2,410 clinicians have participated in SRAM-ED training either through eLearning or face-to-face form at a local level.
- The training enhances the capacity and capability of front-line workers to identify and respond appropriately to a person experiencing a suicidal crisis and their families.
- As part of the Suicide Prevention in Health Services Initiative, the Department of Health is providing \$640,000 over three years (2016-17 to 2018-19) to the Queensland Centre for Mental Health Learning to continue implementation of SRAM-ED training and undertake training evaluation.

### Next steps:

- Sustainable implementation and ongoing evaluation of SRAM-ED at the Hospital and Health Service level.
- Training delivery will continue in 2017-18 with the establishment of a facilitator network to support ongoing governance and coordination of training activities across the state.
- The cultural appropriateness of SRAM-ED will be enhanced with the development of video resources supporting culturally informed and safe assessment of Aboriginal and Torres Strait Islander persons.

## Suicide Prevention Action 11

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<b>Agency:</b>	Queensland Rail
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Implement a 'Suicide Recognition and Intervention' training package for frontline Queensland Rail staff. Developed in 2015 for front line staff, the training package provides an overview of suicide prevention providing factual information on: mental health and stigma; identifying behavioural indicators of suicide; appropriate ways to communicate with a person who is showing signs of suicide or self-harm; immediate actions to be taken by frontline staff; and tailored processes for notification and response.

**Implementation:**

Queensland Rail continued the roll-out of our "Suicide Recognition and Intervention" training to key frontline staff with over 400 personnel having now received this instructor-led package. Feedback from frontline staff indicates the training equips them with additional skills to support the detection and management of at-risk individuals on the Citytrain network. This is supported through the monitoring of incident reports through our Security Information Management System.

**Next steps:**

The training package will continue to be rolled out to new-start station operations employees and through targeted training to existing staff.

## Suicide Prevention Action 12

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<b>Agency:</b>	Queensland Police Service
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Continue training frontline PoliceLink staff in understanding suicidal behaviours and managing callers at high risk of suicide. An evaluation of the training was undertaken in 2013 which identified that the satisfaction of call takers relating to confidence with taking such calls increased from 20 per cent to 80 per cent after training. Queensland Police Officers will continue to receive suicide prevention, risk reduction and other mental health related issues through First Response Officer Training, First Year Constable training, Mental Health Training and Applied Suicide Intervention Skills Training (ASIST).

### Implementation:

- PoliceLink frontline staff have continued to undertake training relating to vulnerable persons including managing callers at high risk of suicide.
- All PoliceLink frontline staff undertook a special Vulnerable Persons Training package with a strong focus on mental health awareness, including suicide prevention.
- All new Client Service Officers have also undertaken an "Understanding Suicide Contacts" one-day session as part of their Induction Curriculum. This is an ongoing component of the PoliceLink Client Service Officers induction and is delivered by external providers.

### Next steps:

A refresher package for Client Service Officers relating to managing callers at high risk of suicide is in development with feedback from the Vulnerable Persons Training informing its development.

## Suicide Prevention Action 13

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Provide mental health training for school staff to identify individuals at risk and respond appropriately. Including utilising school based resources such as youth support coordinators, school nurses and Indigenous community liaison officers. This work is supported by existing state-wide departmental procedures and guidelines including those that focus specifically on suicide prevention, intervention and postvention support.

### Implementation:

Mental Health coaches continued to develop and promote professional development for teachers, school leaders, guidance officers to enhance staff capacity to respond to student mental health and well-being needs. Mental Health coaches are committed to providing high quality, evidenced based mental health first aid education to school staff through a number of initiatives including:

- building the capacity of schools and first line responders including Youth Support Coordinators, Chaplains, School Leaderships teams to understand risk factors, warning signs and protective factors for suicidality in young people and in understanding the role (and limits to their role) when supporting their students.
- sourcing and collating information from agencies who can deliver training/PD to schools e.g. Evolve, Ed-LinQ, CYMHS and Primary Health Networks (PHN's).
- identifying training that is specific to schools and at risk populations e.g. socially and educationally disadvantaged schools - trauma informed practice.

The Department of Education and Training established the online Mental Health Resource Hub, which brings together a range of resources to assist Principals, teachers and other school staff to support students with mental health concerns.

### Next steps:

Ongoing work includes development of:

- Risk Management Plans
- Fact Sheets for Guidance Officers and Senior Guidance Officers
- completion of school-wide suicide postvention plans.

## Suicide Prevention Action 14

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Support improved responses in public hospitals by reviewing and updating existing education and support resources such as the Guidelines for Suicide Risk Assessment and Management to include clinical best practice for emergency departments and the Queensland Mental Illness Nursing Documents Essentials resource to include a greater focus on suicide prevention.

**Implementation:**

Statewide feedback from clinicians was sought on the updated *Suicide risk assessment and management guidelines*. Renamed 'Engaging with and responding to the needs of a suicidal person' An accompanying Summary Guide and Quick Reference Guide were also developed. Targeted feedback on specific sections of the MIND Essentials resource was sought from individuals based on their expertise. Discussions with the Hunter Institute of Mental Health, the original resource developer, to collaboratively revise and expand the current MIND Essentials document and make it applicable to a range of settings have commenced.

**Next steps:**

Pending final content approval the guideline and accompanying documents will be published on the Queensland Health policy internet site where they can be accessed by staff and the general public.

## Suicide Prevention Action 15

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**Agency:** Department of Justice and Attorney-General

**Action Status:** Action ongoing

**Priority area:** Improved service system responses and capacity

**Action:** Improve the identification and assessment of people at risk of suicide at the point of admission into custody in Queensland's Correctional Centres. In 2015-16 specialised skills based training will be made accessible for staff completing front line risk assessments and will supplement available mandatory online training modules.

**Implementation:**

Specialist skills based training online and in person, is available to all new staff, and forms part of the induction program with Queensland Corrective Services (QCS).

**Next steps:**

Queensland Corrective Services continues to support risk assessment training for new staff.

## Suicide Prevention Action 16

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Require Senior Guidance Officers and Guidance Officers, as first responders in State Schools, to attend suicide prevention and intervention training. Training is currently offered to Senior Guidance Officers, Guidance Officers and school leaders but is not mandatory.

**Implementation:**

- Skills-based Training on Risk Management (STORM) for suicide prevention and postvention training delivered to secondary Senior Guidance Officers (SGOs) and Guidance Officers (GOs).
- Suicide Risk Continuum (SRC) training, which aims to strengthen the Department of Education and Training's approach to addressing the needs of Queensland schools in managing mild, moderate, acute and high risk mental health concerns delivered to primary SGOs and GOs across the state.

**Next steps:**

Implementation of succession planning to ensure that all SGOs and GOs are trained in suicide prevention.

## Suicide Prevention Action 17

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Provide training, support and resources to assist staff, as well as foster and kinship carers, to understand and respond to the mental health needs of children and young people. This is supported by existing policies and procedures that are designed to assist staff to effectively assess and respond to suicide risk and self-harm, as well as a foster and kinship carer support line to assist carers in managing a range of issues, including when young people in their care are at risk of self-harm or suicide.

**Implementation:**

Non-suicidal self-injury eLearning module was available for child safety staff, with the Understanding Suicide – focus on an adolescent population to be available online from August 2017. Foster and kinship carers could participate in safety and support network discussions with child safety staff and other stakeholders, including mental health professionals, to ensure they are providing informed, safe, and consistent responses to children and young people in their care. Fosters and kinship carers continued to have access to the Foster and Kinship Carer Support Line.

**Next steps:**

Fosters and kinship carers will continue to have access to the Foster and Kinship Carer Support Line.



## Suicide Prevention Action 18

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Implement a suicide prevention and resilience model across Queensland's Correctional Centres to provide person-centred assessment, support, treatment and care for those at risk. The model will be implemented in 2016 and will include the establishment of a pool of specialised external psychologists that can be drawn on to work with complex cases and to build Queensland Corrective Services' capability to respond to those at risk.

**Implementation:**

External psychologists assisted Queensland Corrective Services (QCS) to manage at-risk offenders and individuals with complex mental health considerations. Monthly professional development sessions were also provided to QCS staff to build agency capability.

**Next steps:**

Queensland Corrective Services continues to support offenders with complex needs and implement suicide prevention and resilience initiatives.

## Suicide Prevention Action 19

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Enhance personal resilience of prisoners and strengthen protective factors through the delivery of the Strong Not Tough Adult Resilience program. The Strong Not Tough Adult Resilience program will be rolled out in 2015-16 to assist prisoners build emotional and social skills, and resilience strategies that are both practical and useful for coping with stressful circumstances. The initial target group will include prisoners with a history of suicidal ideation or experiencing adjustment difficulties within the correctional environment.

**Implementation:**

The Strong Not Tough Adult Resilience Program was rolled out to all sites and is now embedded in Queensland Corrective Services' program delivery schedules. A total of 643 prisoners and offenders completed the program in 2016-17. The program is voluntary.

**Next steps:**

Queensland Corrective Services continues to support and deliver this resilience program.

## Suicide Prevention Action 20

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced but changed
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Pilot a project to deliver best practice support and follow-up care to people who have attempted suicide, or expressed significant suicidal ideation. The project will consider ways to better support people who have attempted suicide or expressed significant suicidal ideation in the community and through health and other services. It will seek to improve linkages between hospitals and community sectors and appropriately engage families and other support persons in follow-up care.

### Implementation:

The Commission is committed to investigating and supporting best practice approaches to the support and follow-up of people who have attempted suicide or expressed significant suicide ideation. Since the release of the *Queensland Suicide Prevention Action Plan* the Queensland and Australian Governments have each strengthened their focus on follow-up care. Primary Health Networks have been tasked with leading plans for community-based suicide prevention activity through a more integrated and systems-based approach in partnership with local health services and organisations. This includes commissioning services for follow-up of people who have attempted suicide. The Brisbane North Primary Health Network is leading a follow-up care trial in the Redcliff region. The Queensland Health Suicide Prevention Taskforce is implementing an Action Plan that includes strategies to improve the detection, management and follow up care of people at risk of suicide.

### Next steps:

The Commission has commenced discussions with Primary Health Networks, Hospital and Health Services and the Queensland Health Suicide Prevention Taskforce to identify activity that is currently underway and identify areas for potential future action.

## Suicide Prevention Action 21

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Continue to ensure that young people in youth detention centres are in a safe environment where risk of, and opportunity for, suicide and self-harm is minimised. This includes ensuring operational staff are trained and/or assessed to manage suicide risk and respond appropriately annually and that specialised multi-disciplinary teams are available to assess, manage and work intensively with young people at risk of suicide or self-harm.

**Implementation:**

The suicide risk management process in youth detention centres aims to promote the safety and wellbeing of young people by preventing suicidal and self harming behaviours. Significant work has been undertaken in relation to DJAG's review of the suicide and self-harm intervention framework and to strengthen the implementation of the processes. Both detention centres continue to operate Suicide Risk Assessment Team meetings across multi-disciplinary teams to respond intensively to assessed risk of suicide or self-harm. Suicide prevention training is provided to detention centre youth worker staff as part of their induction training, and the topic is reviewed in annual refresher training. Suicide prevention training is provided to Youth justice Service Centres around Queensland on request, through the Queensland Centre for Mental Health Learning.

**Next steps:**

Youth Justice will continue to review policy, practice and procedures to ensure young people in youth detention centres are safe environments with opportunity and risk of suicide and self-harm are minimised. As well recommendations from the Youth Detention Review will be implemented to ensure programs and interventions continue to meet the needs of this cohort.

**More information:**

## Suicide Prevention Action 22

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Implement updated Operational Practice Guidelines for Probation and Parole for managing offenders under community based orders identified as at increased risk of suicide, this includes appropriate risk mitigation strategies based on the level of identified risk.

**Implementation:**

An updated Operational Practice Guideline for at-risk offenders subject to Probation and Parole supervision was developed following extensive engagement and consultation with relevant stakeholders. This is currently being reviewed and is awaiting publication. When it is identified that an offender may be at-risk of self-harm or suicide, the guideline sets out the process to respond to indicators of suicide or self harm risk. This includes actions regarding those considered to be acutely at risk.

**Next steps:**

Following publication of the updated Operational Practice Guideline information will be provided to the field providing guidance and awareness of the use of the guidelines.

## Suicide Prevention Action 23

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**Agency:** Queensland Police Service

**Action Status:** Action ongoing

**Priority area:** Improved service system responses and capacity

**Action:** Continue risk assessment of all people in custody in police watch houses, with appropriate management of those at high risk to prevent the likelihood of a person committing suicide or self-harming, through routine monitoring and reducing access to the lethal means of suicide.

**Implementation:**

All Queensland Police Service (QPS) watchhouses continue to implement the Suicide and Self-Harm Risk Assessment for all persons held in custody. The responsible officer is to immediately assess and re-assess the level of supervision and healthcare requirements for at-risk prisoners.

**Next steps:**

This is an ongoing policy and procedure.

## Suicide Prevention Action 24

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Continue to expand safer cell measures in Queensland's correctional centres. All new prison cells constructed since 1996 have been designed to minimise suicide by hanging. Refurbishments to pre-existing cells have increased hanging point reduction measures to 92 per cent of all built cells. An audit of international best practice in relation to safer cell design will also be undertaken.

**Implementation:**

Two hundred and forty-four cells at Borallon Training and Correctional Centre (BTCC) are currently being modified to safe cell design. Preparatory works for this stage commenced in the last quarter of 2015-16 with funding approved in 2016-17. When completed in June 2018, this will change the state-wide percentage of secure cells with suicide reduction measures from 91.9% to 92.3%. The state-wide percentage of secure cells with suicide reduction measures in place remains at 91.9%

**Next steps:**

After Borallon Training and Correctional Centre (BTCC) is completed, there will be 88 cells at Townsville Correctional Centre and 268 cells at Arthur Gorrie Correctional Centre to be upgraded. Changes to these cells will be incorporated into future major capital works expansion or refurbishment projects.

## Suicide Prevention Action 25

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Improved service system responses and capacity
<b>Action:</b>	Develop an environmental safety guideline that is designed to promote a culture of safety and the necessary system supports in acute mental health inpatient wards. The guideline will provide information for managers, educators, clinicians and other staff on available resources and actions to assist in preventing, responding to and learning from patient safety incidents.

### Implementation:

In October 2017, the Office of the Chief Psychiatrist, in collaboration with a working party of senior clinicians, released a suite of guidelines to assist services to identify, assess and manage environmental safety risks in mental health and alcohol and other drug inpatient units. The suite of guidelines includes:

- *Recognising and managing potential environmental hazards in Queensland public mental health alcohol and other drug inpatient units 2016*
- the revised guideline *Managing ligature risks in Queensland public mental health alcohol and other drug inpatient units 2016*.

An evaluation of the implementation and effectiveness of the suite of environmental safety guidelines has been conducted. The evaluation included stakeholder consultation comprising face to face interviews, focus group peer discussion and surveys to identify if a systematic approach to the assessment and management of environmental safety risks is utilised by Queensland Health services.

### Next steps:

A report on the findings of the evaluation project is due for consultation with Executive and Clinical Directors of Mental Health Alcohol and Other Drugs Services. It is anticipated the final report on the findings of the evaluation will be completed in August 2017.



## Suicide Prevention Action 26

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<b>Agency:</b>	Queensland Ambulance Service
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Focused Support for Vulnerable Groups
<b>Action:</b>	Contribute to, and partner in, national research projects including Improve men's access to care: a national ambulance approach to reduce suicide and to improve the mental health of men and boys. The Queensland Ambulance Service is a partner in a national, ambulance based \$2.7 million project to reduce suicide and to improve the mental health of men and boys. The three year project is being led by Monash University, funded by the Movember Foundation, and will map the needs of men and boys through ambulance presentations, and identify key intervention points for linkage to appropriate care. A number of workforce education paramedic-delivered interventions will be also be developed for trial.

### Implementation:

The Queensland Ambulance Service (QAS) has provided data to Turning Point for coding and analysis. Clinical records have been assessed and coded to identify alcohol and drug, mental health, or self-harm / suicide related attendances, and quarterly snapshots (March, July, September, December) and summary reports have been developed, describing the number of cases attended by QAS for self-harm, suicidal ideation, suicidal intent and suicide attempt. A profile of these case types has begun to emerge, providing demographic and sociographic information around prevalence and severity of different types of mental health presentations to ambulance.

### Next steps:

The QAS is in the early stages of planning a broad policy response to the mental health workload. In conjunction with several other key initiatives, the QAS is seeking to develop a coordinated, multi-agency approach to acute mental health events. A range of options is currently being explored to address clinical care and the patient experience, workforce related issues, and to develop internal capacity to respond to increasing numbers of mental health-related ambulance presentations.

## Suicide Prevention Action 27

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<b>Agency:</b>	Department of Natural Resources and Mines
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Focused Support for Vulnerable Groups
<b>Action:</b>	Provide staff education and support to improve awareness to better respond to people presenting at risk of suicide in regional locations or at customer service counters, and implement internal workforce awareness strategies through existing Health and Wellbeing programs. The Department of Natural Resources and Mines provides support and information to those living in communities. Providing front-line staff with education to increase awareness of suicide prevention will enable them to respond more effectively to those who may be at risk of suicide.

### Implementation:

- Workshops delivered by Lifeline Accidental Counsellor/Handling Challenging Callers and Behaviours training in Central, South and North regions.
- A suite of resources available on our departmental intranet offering immediate support and advice for staff including information from Lifeline and employee assistance program.
- Established a network of 40 trained and accredited Mental Health First Aid Officers across the state to support our staff.

### Next steps:

- Continual focus on mental health and wellbeing for our staff through our wellbeing program.

## Suicide Prevention Action 28

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Focused Support for Vulnerable Groups
<b>Action:</b>	Continue to support the Drought Wellbeing Service to increase access to community based, clinical mental health services in drought affected areas. Queensland Health will provide \$1.5 million in 2015-16 to continue existing Drought Assistance measures including continued funding for the delivery of the Royal Flying Doctors Service Drought Wellbeing Service.

**Implementation:**

Contract with the Royal Flying Doctors Service for the provision of the Drought Wellbeing Service was extended to 30 June 2018. This service provides community primary mental health and outreach services focusing on early intervention.

**Next steps:**

- Establish quarterly meetings to track implementation of the program
- Retain 6 monthly reporting of service utilisation.

## Suicide Prevention Action 29

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Focused Support for Vulnerable Groups
<b>Action:</b>	Reform the youth justice system to ensure it is more responsive to issues impacting on young people's offending behaviour with an improved focus on mental health needs. This will involve a focus on evidence based responses to young people's mental health needs including the delivery of timely assessment and coordinated interventions by youth justice and partner agencies. In 2015-2016, youth justice will examine the application of trauma informed care with the intent of initially trialling this way of working with young people in detention before rolling it out across the State in future years. Youth detention centres will also continue to provide 24 hour onsite medical facilities staffed by a Clinical Nurse and mental health professionals who work with the multi-disciplinary team to provide therapeutic support to young people.

### Implementation:

Youth Justice delivers a range of services through detention centre staff, health, education and external agencies to ensure that young people receive individualised support and services tailored to their health, wellbeing and developmental needs. Youth Justice has developed and enhanced programs and services to young people in detention and in community such as the Transition 2 Success program, as well as various cultural programs transition services and drug and alcohol and mental health services. Youth justice has enhanced court processes, working with legal support services to reduce unnecessary remand. Trauma Informed Practice (TIP) provides staff with the skills to effectively address the behaviours of young people who have experienced trauma. Over 900 staff have been trained in TIP in Queensland. Training includes: improving worker knowledge and skills to enable them to work more effectively with young people; providing young people with more appropriate and adaptive ways of responding when they experience a behavioural trigger; extending an organisational culture that acknowledges the trauma young people have experienced, holds them accountable for their actions through appropriate consequences and works towards rehabilitating young people so they can live crime-free lives; acknowledging historical trauma for Aboriginal and Torres Strait Islander young people and promoting culturally-appropriate healing strategies.

### Next steps:

Youth Justice through the implementation of the Independent Review of Youth Detention in Queensland recommendations will be working with Queensland Health to develop and deliver specialised mental health training for detention centre staff focusing on identification, treatment and management of young people with mental health issues. As well, there will be the introduction of centre based and consultant psychiatrists to support youth detention centres to better manage young people with mental health issues. Further Youth Justice will be introducing speech and language interventions in youth detention to support a therapeutic approach to education, program delivery and behaviour management.

### More information:

## Suicide Prevention Action 30

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Focused Support for Vulnerable Groups
<b>Action:</b>	Improve outcomes for children in contact with the child protection system. This will involve a review of therapeutic services available to young people in care and implementing the Child and Family Reform Program that aims to reduce child abuse by supporting families earlier, to keep children safe and provide for their wellbeing.

**Implementation:**

In addition to amending contracts with Queensland Health (QH) in place until 30 June 2018, the Department of Communities, Child Safety and Disability Services continued to work with QH and other key stakeholders to review therapeutic services to ensure services met the needs of children and young people in out-of-home care and at risk. In May 2017, a workshop was held to continue to scope the development of a new, targeted, therapeutic service model for both the existing Evolve Therapeutic Services cohort and the early intervention service target cohort.

**Next steps:**

A future workshop is being arranged so that this review process can be finalised and future investment design and decisions can be made.

## Suicide Prevention Action 31

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Focused Support for Vulnerable Groups
<b>Action:</b>	Implement the new Strengthening Families Protecting Children Framework for Practice which will provide child protection practitioners with a common set of values, knowledge and practice tools that assist workers to engage with children and young people to build therapeutic relationships focused on increasing children and young people's safety, belonging and wellbeing (including emotional and mental health wellbeing).

**Implementation:**

The Framework for Practice was launched in March 2015 and the implementation and embedding is now entering its third year as per the three year implementation plan. Extensive training and coaching has been provided to Department of Communities, Child Safety and Disability Services' staff and will continue in 2017. Evaluation measures and mechanisms are in place and a final evaluation will be undertaken in early 2018.

**Next steps:**

Collaborative Family Led Decision Making training for Family Group Meeting Convenors and Recognised Entity staff. Working Across Difference Training for four groups of leadership staff. Embedding of the Framework elements and tools in the Child Safety Practice Manual guidance to staff. Practice forums/conference. Final evaluation.

**More****information:**

Framework for Practice resources are available at:

<https://www.communities.qld.gov.au/childsafety/child-safety-practice-manual/framework-practice-maps>

## Suicide Prevention Action 32

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Focused Support for Vulnerable Groups
<b>Action:</b>	Scope current service models, barriers for accessing services and options for improvement, for Aboriginal and Torres Strait Islander young people at risk of suicide within the Townsville region. This will particularly focus on the need for after-hours support for Aboriginal and Torres Strait Islander children and young people who are at imminent risk of harm, in consultation with local service providers and community representatives.

### Implementation:

The Commission engaged Barbara Schmidt and Associates to consult community members and service providers to scope and identify barriers and options for improvement in the supports available for Aboriginal and Torres Strait Islander young people. The project identified a need for 24 hour support for young people, particularly those at risk of suicide. Following an Aboriginal and Torres Strait Islander Community Forum hosted by the Primary Health Network in March 2016, a community reference group and the Local Action Alliance Group were established. The Local Action Alliance Group participated in the development of a suicide prevention action plan for the Townsville region.

### Next steps:

The Commission will continue to support the North Queensland Primary Health Network and participate in Townsville Local Alliance Action Group meetings and community meetings, as well as providing other support such as research and data when required.

## Suicide Prevention Action 33

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Focused Support for Vulnerable Groups
<b>Action:</b>	Develop tailored suicide prevention training and materials to support culturally and linguistically diverse communities, particularly communities from a refugee background, to recognise and support a person who is at risk of suicide. In partnership with community representatives, this work will commence in 2016 and will tailor existing suicide awareness training and initiatives to meet the needs of people from culturally and linguistically diverse backgrounds. It will aim to empower community members to identify and support a person at risk of suicide.

### Implementation:

People from culturally and linguistically diverse (CALD) backgrounds, particularly refugees, those who do not speak English, or recent arrivals, are more likely to experience risk factors for poor mental health and suicide, and less likely to access services and support. The Commission funded Health Outcomes International to review suicide prevention training and materials for CALD communities. The review has involved:

- situation analysis – review of current mental health and suicide prevention training and resources
- environmental scan – assessment of resources and ways to improve resources, barriers to accessing information and support, and the gaps that exist to support suicide prevention activities
- issues and options report – potential options for improving suicide prevention training and resources.

Key issues identified in the review include:

- stigma and taboo surrounding mental illness and suicide
- lack of specific suicide prevention training or resources for CALD communities and gaps in culturally appropriate services and resources
- barriers to people from CALD backgrounds in accessing mainstream mental health or suicide prevention services and resources
- language barriers to accessing information and the need to improve the translation of resources.

### Next steps:

- A final report due in July 2017 will consolidate all information gained across the project and present findings from research and consultation.
- The Commission will consider the final report and identify areas of relevance for government agencies and non-government stakeholders, focusing on where specific influence and responses are required.



## Suicide Prevention Action 34

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	A Stronger more Accessible evidence base
<b>Action:</b>	Support innovative research that aims to better identify and respond to the unique risk and protective factors that may lead to groups or populations being at increased risk of harm. This includes the ongoing evaluation of intervention programs such as the Strong Not Tough Adult Resilience program and the Real Understanding of Self Help (RUSH) program being undertaken by Queensland Corrective Services and research into the increased risk of suicide among farming communities being supported by the Commission and the Office of the State Coroner.

### **Implementation:**

Under the authorisation of the State Coroner, the Coroners Court of Queensland provides information on all suicides to the Australian Institute for Suicide Research and Prevention on an ongoing basis. Following approval, researchers are able to access coronial information through the National Coronial Information System. Queensland Corrective Services (QCS) has implemented a Research, Evaluation and Performance Branch as part of the Queensland Parole System Review reforms. All QCS delivered programs will be progressively evaluated by this branch. This includes the Strong Not Tough Adult Resilience Program and the Real Understanding of Self Help (RUSH) Program.

### **Next steps:**

The Queensland Corrective Services Research, Evaluation and Performance Branch will be undertaking program evaluations which will include the Strong Not Tough Adult Resilience Program and the Real Understanding of Self Help (RUSH) Program.

## Suicide Prevention Action 35

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	A Stronger more Accessible evidence base
<b>Action:</b>	Develop and implement a Data and Information Sharing Network to enhance the collection, analysis and dissemination of suicide mortality and attempt data. This includes developing an approach that builds upon existing data collection systems such as the Queensland Suicide Register. This work will seek to improve the timeliness, accessibility and utility of this type of data and information for service providers, community representatives and other practitioners. There will also be a specified focus on improved data collection for those populations that continue to experience higher rates of suicide including: Aboriginal and Torres Strait Islander peoples; lesbian, gay, bisexual, transgender and intersex people; and people from a culturally and linguistically diverse background.

### Implementation:

The Commission is leading the development of a Data and Information Sharing Network to enhance the timeliness, accessibility and utility of suicide-related information. This work seeks to improve the data available to key decision makers to inform effective local suicide prevention planning and implementation. In 2016–17, the Commission undertook consultations with key decision makers, including Hospital and Health Services, Primary Health Networks and affected government agencies to better understand their involvement in suicide prevention planning, delivery, review, and in particular:

- how helpful current sources of data and information are in supporting this work
- the types of data and information that would be helpful into the future
- how this data and information might best be disseminated and with what support.

The consultations identified opportunities to enhance suicide data collection and analysis and reporting, including opportunities to improve collection and linking of suicide and suicide-attempt data, identify key risk groups, factors that contribute to suicide, and improve the localised reporting of data.

### Next steps:

The Commission will work with the Queensland Advisory Group on Suicide Information and Data to implement the network. The group was established to improve the strategic monitoring, coordination and application of suicide mortality data in Queensland, and comprises representatives from the Coroners Court of Queensland, Australian Institute for Suicide Research and Prevention, Department of Health, Queensland Injury Surveillance Unit, Queensland Ambulance Service, Queensland Police Service, and the Queensland Family and Child Commission.

## Suicide Prevention Action 36

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<b>Agency:</b>	Queensland Family and Child Commission
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	A Stronger more Accessible evidence base
<b>Action:</b>	Maintain the Child Death Register, which includes details of all child deaths, including suicides, since 2004 and report on data and trends annually. The Queensland Family and Child Commission makes data available to genuine researchers to support research on risk factors associated with child deaths and the development of prevention strategies.

### Implementation:

Maintaining the Child Death Register is an ongoing action by the Queensland Family and Child Centre (QFCC), supported by information provided by Queensland government agencies including the Registry of Births, Deaths and Marriages, Coroners Court of Queensland, Queensland Police Service and the Department of Communities, Child Safety and Disability Services. The Annual Report: Deaths of Children and Young People, Queensland, 2015–16 was tabled in Parliament in February 2017, and is available online at [www.qfcc.qld.gov.au/annual-report-deaths-children-and-young-people-queensland-2015-16](http://www.qfcc.qld.gov.au/annual-report-deaths-children-and-young-people-queensland-2015-16) QFCC also published:

- Key findings: Child deaths in Queensland
- Key findings: Aboriginal and Torres Strait Islander child mortality
- Key causes of external and preventable child deaths
- Analysis of deaths of children and young people in Queensland, 2004–05 to 2015–16
- Australian and New Zealand child death statistics 2014 (supplementary chapter)

Detailed data on youth suicides was provided to four researchers / organisations to support research and prevention initiatives during 2016–17. Article published referencing QFCC's youth suicide data: Gillen, T (2017), Approaches to teen suicide: What nurses can do to understand and prevent youth suicide, Nursing Review, Mar-Apr 2017

### Next steps:

- Continue to maintain the Child Death Register
- Prepare and release Annual Report: Deaths of Children and Young People, Queensland, 2016–17
- Continue to support suicide prevention research by responding to research requests for data

### More

#### information:

<https://www.qfcc.qld.gov.au/annual-report-deaths-children-and-young-people-queensland-2015-16> Detailed child death data are available at no for research, policy or program initiatives, by emailing [child\\_death\\_prevention@qfcc.qld.gov.au](mailto:child_death_prevention@qfcc.qld.gov.au)

## Suicide Prevention Action 37

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<b>Agency:</b>	Queensland Ambulance Service
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	A Stronger more Accessible evidence base
<b>Action:</b>	Partner with other jurisdictions to develop a national surveillance system for overdose and suicidal behaviour. The aim of this project is to use national ambulance data to develop, pilot and implement a population level acute mental health case monitoring system that records ambulance presentations for self-harm, suicidal ideation, suicidal intent and attempts. The project was funded by the Department of Health and Ageing, led by Turning Point Alcohol and Drug Centre (Victoria), and the Queensland Ambulance has provided data to this national surveillance project to enable development of a state-based data collection system for detailed epidemiological analysis and research activities.

**Implementation:**

Clinical records for ambulance attendances related to self harm, alcohol and drug or mental health related attendances for all Queensland men provided to Turning Point for coding and analysis. Data cleaning completed. Online survey of paramedic work force to explore attitudes and knowledge of self-harm and mental health related issues in men and boys. In-depth qualitative interviews of paramedics to explore attitudes and knowledge of self-harm and mental health related issues in men and boys. In-depth interviews with men who have had a self harm or mental health related ambulance attendance to explore their experiences and perceptions of ambulance support. Design intervention based on epidemiological evidence, paramedic and patient interviews.

**Next steps:**

Data analysis and provision of epidemiological report to the Queensland Ambulance Service and funders. Analysis and report of paramedic and patient interviews. Implement intervention. Final report and assessment using epidemiological data.

## Suicide Prevention Action 38

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<b>Agency:</b>	Queensland Rail
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	A Stronger more Accessible evidence base
<b>Action:</b>	Monitor and analyse suicide and self-harm incidents in order to support security operational tasking across the south east Queensland rail network in both the short and mid-terms. The analysis includes strategies to allow the early detection of high risk individuals on the network and aims to ensure that escalating behaviours are identified more effectively for recidivist individuals presenting on the network.

### Implementation:

Queensland Rail works in partnership with the Queensland Police Service Railway Squad and has an established intelligence sharing and operational planning model. This includes the weekly review of individuals presenting on the Citytrain network to explore collective strategies to address risk-taking behaviours. The process informs the deployment of Railway Squad and Queensland Rail security personnel in addition to engagement with government and non-government agencies to inform case management outcomes. This collaborative approach is supported through positive mental health engagement activities undertaken periodically at railway stations including Queensland Rail, Railway Squad, Queensland Health and local mental health service providers. Further, Queensland Rail has a dedicated Community and Partnerships team that manage community relationships and deliver an education program targeting schools and community groups across Queensland designed to reduce trespass and risk taking behaviours.

### Next steps:

The monitoring and analysis of suicide and self harm incidents and high risk individuals will continue through this established intelligence and operational planning process.

## Suicide Prevention Action 39

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	A Stronger more Accessible evidence base
<b>Action:</b>	Review the deaths and serious injuries of children who were known to Child Safety within one year prior to the incident or who were in out-of-home care at the time of the event, including suicides. Child Death Review Panels will conduct a review when a child or young person in care has died by suicide. The purpose of the review is to facilitate ongoing learning and foster improvement in the provision of services and accountability within Child Safety Services. Outcomes of the review will help inform whether appropriate case management and service delivery responses were provided to assist the young person.

### Implementation:

In 2016-17, Systems and Practice Reviews (first tier reviews) were finalised in relation to 56 deaths of children and young people known to the Department of Communities, Child Safety and Disability Services (DCCSDS) and five serious injury matters. In the same year, Child Death Case Review Panels (second tier reviews) independently reviewed reports and recommendations for 50 children and young people who died, and six serious injury matters, and delivered its findings in relation to systemic improvement of service delivery. During 2016-17, Systems and Practice Reviews made a total of 36 recommendations. The Child Death Case Review Panel made a total of 136 findings. All recommendations arising from Systems and Practice Reviews and Panel findings have been forwarded to relevant business areas for action and are being progressed. At a practice and system level, the DCCSDS has responded to and acted on all findings from panels throughout the year. Many of these findings align with current reform activities. In particular, the findings have been used to improve training and workforce development at both foundation and advanced levels for Child Safety staff, to strengthen practice and supervision, and in reviews of policies and procedures.

### Next steps:

The two tier review system is ongoing. It is likely the second tier panel review system will be strengthened and broadened to include other agencies in 2017-18.

## Suicide Prevention Action 40

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	A Stronger more Accessible evidence base
<b>Action:</b>	Implement a process for monitoring and analysing incidents of suspected suicide and significant self-harm involving individuals with current or recent contact with a Queensland Health service. This project will extend upon existing mortality review processes within Hospital and Health Services across the state and will inform strategic directions, policy and clinical practice, with a view to improving the care of people presenting at risk of suicide.

### Implementation:

- On 5 March 2017, the Queensland Office of the Chief Psychiatrist introduced new Mental Health Act 2016 (the Act) policy and practice guidelines *Notification to the Chief Psychiatrist of critical incidents and non-compliance with the Act*. This policy outlines requirements of services to notify the Chief Psychiatrist of a range of critical incidents.
- Critical incidents requiring notification include but are not limited to: the death or of a person receiving treatment or care (or within 30 days of receiving treatment or care) by a mental health service; and incidents resulting in significant mental or physical harm to an inpatient. Further information and the conducting of an incident analysis or review may be requested of the service by the Chief Psychiatrist.
- The Chief Psychiatrist reviews notifications and clinical incident analyses with a view to identifying systemic, clinical governance and management issues that may require attention and which can lead to service improvements and improved consumer outcomes.

### Next steps:

No further action

## Suicide Prevention Action 41

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	A Stronger more Accessible evidence base
<b>Action:</b>	Undertake systematic monitoring of suicide and self-harm incidents including a regular review of Queensland Corrective Services suicide and self-harm data to identify trends and areas requiring additional resources and/or strategies and inform future practice and staff training. This includes a review of current capability to provide timely access to data to correctional centres and district offices to inform local responses to suicide risk.

**Implementation:**

Queensland Corrective Services (QCS) has systems and processes in place to identify trends and issues in relation to risk management of prisoners and offenders within the community. This includes QCS Board of Management undertaking periodic reviews of trends to inform business improvement as well as reviews of investigations undertaken by the Office of the Chief Inspector.

**Next steps:**

Queensland Corrective Services (QCS) continues to maintain risk management processes for prisoners and offenders in the community. Quarterly reporting of self-harm and attempted suicide incidents to the QCS Board of Management will occur in 2017-18.



## Suicide Prevention Action 42

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	A Stronger more Accessible evidence base
<b>Action:</b>	Trial and evaluate a Suicide Prevention Lived Experience Speakers Bureau Train the Trainer Program to raise awareness within communities and workplaces about suicide, and to empower people to take an active role in local suicide prevention activities. The Commission has provided \$19,960 to Suicide Prevention Australia to develop a network of lived experience speakers in regional communities, including conducting an evaluation to monitor the effectiveness and impact of the Speakers Bureau.

### Implementation:

This action was completed in the 2015-16 financial year. The following is what was reported for that time period. In 2015 the Commission funded Suicide Prevention Australia to develop a network of lived experience speakers in regional and remote Queensland to promote suicide prevention and build awareness of the impact of suicide in local communities. The Suicide Prevention Lived Experience Speakers Bureau program provided training and support to ten volunteer speakers who now speak at workplaces, community groups and organisations on the importance of knowing how to give and get help to prevent suicide. The program was delivered over 3 days to participants from Western, Far North and South West Queensland, Sunshine Coast and Wide Bay. The program consisted of a two day Speakers Bureau training workshop and a one day Train the Trainer program. The purpose of the program was to enable the trained speakers to deliver Speakers Bureau workshops in their local community. The Australian Institute for Suicide Research and Prevention undertook evaluation to determine changes in participant capabilities and competency and assess the quality of training and support provided. Evaluation outcomes reflected that participants acquired new knowledge in public speaking from the Speakers Bureau training and high levels of understanding of the facilitator role from the workshop.

### Next steps:

The evaluation is an important evidence set which will inform future suicide prevention peer networks.

## AoD Action 01

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<b>Agency:</b>	Department of the Premier and Cabinet
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Conduct a three year multimedia education and awareness campaign, targeting young people about safe drinking practices, the impact of alcohol-related violence, changes to alcohol service times and increased enforcement of liquor regulations. The Queensland Government has committed to conduct the campaign with the first phase involving a broad alcohol-related campaign which was released in July and running to September 2015. This phase involved targeting the whole-of-population to raise awareness by asking Queenslanders to consider their relationship with alcohol and highlighting a number of harmful alcohol-related scenarios including drink driving and alcohol-fuelled violence. The campaign will be delivered across a number of mediums including a television commercial and posters.

### Implementation:

- 'What's your relationship with alcohol?' is a whole-of-government alcohol harm reduction campaign developed by Queensland Health in conjunction with the Department of the Premier and Cabinet.
- The campaign aims to encourage Queenslanders to stop and consider their drinking behaviours, and provides a range of tools and strategies to increase safe drinking practices and address alcohol-fuelled violence.
- During 2016–17 additional messages were developed to target high risk groups.
- The 'My drinking choices' online quiz was developed to help people to assess their alcohol consumption, and provide relevant moderation information.
- The second wave of campaign launched in October 2016 and ran until the end of June 2017.
- The campaign channels included a television commercial, digital advertising and out-of-home advertising (for example billboards).
- First wave of evaluation shows that as a result of seeing the campaign 22% had reduced their alcohol consumption, 18% had been encouraged to talk to someone whose alcohol consumption they were worried about, whilst 15% had started a conversation with someone about their own alcohol consumption.
- The latest evaluation results have shown that since the second wave launched over 70,000 people have completed the 'My drinking choices' quiz, and over 600,000 people have visited the campaign website.
- Final evaluation results of the campaign will be available in late August 2017.

### Next steps:

- Receive the final 'What's your relationship with alcohol?' campaign evaluation results in late August 2017.
- Review options for next steps in public-facing alcohol engagement activities, including potential campaign to address alcohol-fuelled violence in 2017-18.

**More**

**information:**

For more information, please visit [www.health.qld.gov.au/news-alerts/campaigns/alcohol](http://www.health.qld.gov.au/news-alerts/campaigns/alcohol).

## AoD Action 02

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Implement the Alcohol and other Drugs education program to support young Queenslanders in Years 7 to 12 to develop a greater understanding of the impacts and consequences of alcohol and drug use; build their capacity to make responsible, safe and informed decisions; and develop their ability to effectively manage challenging and unsafe situations. The program was developed by the Department of Education and Training. The Years 11 to 12 programs are currently available in schools. The Australian Curriculum for Health and Physical Education includes a specific focus on alcohol and other drugs. The Year 7 to 10 Alcohol and other drug education program is aligned to the Australian Curriculum for Health and Physical Education. Release of the Year 7 to 10 program is planned for Term 4, 2015. The Australian Curriculum for Health and Physical Education in Prep to Year 10. The Australian Curriculum: Health and Physical Education will be available for implementation in Queensland state schools from 2016.

**Implementation:**

Resources made available online and promoted to schools.

**Next steps:**

The Department of Education and Training will continue to promote to schools the alcohol and other drugs resource in 2017.

## AoD Action 03

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Enhance support for people to recover from drug dependence and reconnect with their community through the state-wide AOD Outclient Treatment Program. Queensland Health will provide approximately \$1 million over three years to June 2017 for non-government organisations to provide inreach/outreach alcohol and drug outclient treatment services to young people aged 12–25 years, Aboriginal and Torres Strait Islander people and people with multiple and complex needs, who are experiencing problematic alcohol and other drugs use which can be appropriately managed without admission to a residential service such as a residential rehabilitation or hospital.

**Implementation:**

In 2016-17, Queensland Health continued funding of 10 non-government providers of specialist alcohol and other drug treatment services (including Aboriginal and Torres Strait Islander services for young people) under existing service agreements for the period. The total contracted amount for the 10 providers over three year agreements (from 2014-15 to 2016-17) was approximately \$21 million. In addition, \$1.2 million of non-recurrent funding in 2016-17 was provided as a one-off 'top up' for these services from new investment of \$43 million over five years under *Connecting Care to Recovery 2016-2021: A plan for Queensland's State-funded mental health alcohol and other drugs services* to help services meet existing demand. Approval was also received in 2016-17 to renew service agreements with these 10 providers of specialist alcohol and other drug outclient treatment for a further four years (with an option to extend for 12 months).

**Next steps:**

These 10 services will continue to deliver specialist alcohol and other drug treatment services under new agreements.

## AoD Action 04

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Establish additional Drug and Alcohol Brief Intervention Teams (DABIT) at Logan, Townsville and Rockhampton Hospital's Emergency Departments (ED). Queensland Health will provide approximately \$3 million annually to support the work of ED staff by screening all patients for problematic substance use providing brief interventions and referral to specialised alcohol and other drug services. These teams expand upon already funded DABIT teams at Gold Coast University Hospital and Royal Brisbane and Women's Hospital, established as part of Queensland's 2007 Ice Breaker Strategy.

**Implementation:**

In 2016-17 Drug and Alcohol Brief Intervention Team (DABIT) services were fully established and operational within Logan, Rockhampton and Townsville Hospital Emergency Departments, with enhanced service delivery at Gold Coast University and Robina Hospitals. A state-wide DABIT Model of Service was collaboratively developed through the DABIT Working Group, which meets regularly via teleconference, and was approved and published in June 2017. It is estimated that in 2016-17, the new and expanded DABIT services delivered approximately 6,500 clinical interventions to clients presenting with alcohol and other drug related issues. A DABIT service continues to operate at Royal Brisbane and Women's Hospital and Cairns Alcohol and Other Drug Service also provides services to Cairns Hospital Emergency Department. DABITs and related specialist alcohol and other drug hospital-based Consultation Liaison workforce met for a two-day training workshop in Brisbane in June 2017, facilitated by State-wide Clinical Support Services, Metro-North Hospital and Health Service.

**Next steps:**

DABITs will continue to deliver specialist alcohol and other drug services in identified Hospital Emergency Departments and undertake monitoring, review and continuous improvement of service delivery.

## AoD Action 05

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Support 'Project Hope' within the South West Hospital and Health Service. Queensland Health has provided \$385,314 annually for this project which aims to provide more holistic and coordinated health, social and economic support across both Charleville and Cunnamulla. It addresses the social determinants of health and the psychosocial issues affecting communities which can have an impact on reducing uptake of substances within a community.

**Implementation:**

The Queensland Health Ice Initiative continues to support implementation of Project Hope in Charleville and Cunnamulla in 2016-17. An internal evaluation of Project Hope, conducted with 50 key stakeholders reported 100 per cent of respondents felt Project Hope had made an impact in the communities. Key activities delivered in the reporting period include:

- successful application to establish a Local Drug Action Team in Charleville, funded under the National Ice Action Strategy and an application submitted for Cunnamulla; development of Community Action Plans for both communities as part of applications
- coordinated netball coaching clinics, barista training courses, and facilitated Education, Training and Employment Forums in Cunnamulla and Charleville
- 22 students participated in the 2017 Deadly Recruits Camp to experience cultural, educational, developmental and vocational activities over 5 days on a working property outside Cunnamulla for students in Grade 10 to 12 at St George, Cunnamulla and Charleville High Schools
- assisted and supported the successful bid for \$10,000 from the Sidney Myer Foundation to fund a work program on the 70,000 hectare cattle property held by the traditional owners, the Bidjara people
- 24 people attained their learner's licences through Murri on the Move Learner Licencing training.

**Next steps:**

Ongoing development and delivery of Project Hope.

**More****information:**

<https://www.health.qld.gov.au/southwest/html/hope-project>

## AoD Action 06

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Increase access to alcohol and other drug treatment and support services by Aboriginal and Torres Strait Islander young people. Queensland Health will provide approximately \$1 million over two years to June 2017 through the Indigenous Youth Alcohol and Other Drug Treatment Program, for two non-government organisations to provide inreach/outreach alcohol and other drug treatment services to Aboriginal and Torres Strait Islander young people aged 12-17 years with substance misuse problems in Central Queensland and the Brisbane local government area. Funding primarily targets the priority area of "Healthy Transition to Adulthood" under The National Partnership Agreement on Closing the Gap in Indigenous Health Outcomes.

**Implementation:**

In 2016-17, Queensland Health continued funding of non-government providers of specialist alcohol and other drug treatment services including the two Aboriginal and Torres Strait Islander services for young people in this action. In addition, in 2016-17 these services received one-off 'top up' funding from new investment of \$43 million over five years under *Connecting Care to Recovery 2016-2021: A plan for Queensland's State-funded mental health alcohol and other drugs services* to help meet existing demand. Approval was also received in 2016-17 to renew service agreements with these providers for a further four years (with an option to extend for 12 months).

**Next steps:**

Service agreements have been extended to continue the program for a further 4 years from July 2017



## AoD Action 07

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action commenced but changed
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Deliver clinician-led quit smoking interventions for inpatients by implementing the Quality Improvement Payment (QIP). The Smoking Cessation Clinical Pathway, developed by the Statewide Respiratory Clinical Network, is being used to guide clinicians through a quit smoking brief intervention which includes provision of free nicotine replacement therapy and referral to Quitline. Hospital and Health Services can receive an incentive payment for increased delivery of quit smoking brief interventions.

### Implementation:

Higher smoking rates recorded for patient groups (acute care inpatients 20%, mental health inpatients 56% and dental clients 30%) compared to state (12%). Given over-representation of smokers in the public health system, QIP is able to encourage clinicians to target hard to reach groups and improve patient outcomes. Progress:

- 12/16 HHSs (inpatients) and 9/15 HHSs (dental) qualified for partial or full payments
- 89% of inpatients (76% project commencement rate) and 78% of dental patients had their smoking status reported (reported a smoker or not a smoker).
- 50,127 inpatient smokers and 29,063 dental client smokers were identified.
- Up to 60% of inpatient smokers received a clinician led brief intervention (27,908 Pathways completed) for their smoking (12% project commencement rate)
- Up to 49% of dental patient smokers received a clinician led brief intervention (12,943 Pathways completed) for their smoking.
- Since inpatient QIP commenced, there has been a nearly 6-fold increase in identified smokers receiving a brief intervention per month.
- Pathways are also being completed for patients and clients of public hospital and health services that are not in-scope for the QIP. Therefore, the above figures are under-reported.
- 6,547 HHS health practitioner referrals to Quitline (2.7 x previous financial year and 71% of all health practitioner referrals).

### Next steps:

In 2017-18, incentive funding of \$5 million will be available across three areas:

- \$2.5 million to continue to target acute and mental health care inpatients
- \$1.5 million to target dental clients.
- \$1 million to target community mental health clients.

## AoD Action 08

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Support Queenslanders who wish to quit smoking by providing information, advice and assistance via the Quitline Service. Quitline (13 78 48) is a confidential, free telephone-based service with counsellors available from 7am–10pm, 7 days a week. Tailored intensive programs are available for pregnant women and their partners, sole parents, blue collar workers and unemployed Queenslanders. A tailored support program is also offered to Aboriginal and Torres Strait Islander Queenslanders. Quit smoking social marketing campaigns provide a strong call to action for people to contact the Quitline for support to quit smoking.

### Implementation:

The Quitline (13QUIT) service provided approximately 32,000 single interactions to support people to quit smoking in 2016-17. Intensive quit support is offered to priority cohorts. This program combines multiple support calls with free nicotine replacement therapy. Cohorts include:

- workers in blue collar occupations
- Aboriginal and Torres Strait Islander people
- pregnant women and eligible partners
- individuals living in the following regional, rural and remote Hospital and Health Services: Torres and Cape, Cairns and Hinterland, Townsville, Mackay, Central Queensland, Wide Bay, South West, Central West, and North West
- government employees located in the seven smoke-free government precincts in the Brisbane central business district (Government precincts in regional centres are the future focus)
- people experiencing socio-economic disadvantage (clients are engaged through organisations that provide support for this cohort e.g. Housing, Probation and Parole, Mission Australia, Salvation Army).

A marketing campaign occurred between January and March 2017 across a range of mass media channels including TV commercial, outdoor advertising and digital. Formative research was undertaken in early 2017 to assist in the development of future campaigns.

### Next steps:

- Continue to offer quit smoking support through Quitline service
- Additional cohorts will be included in the intensive quit support program in 2017-18
- Continue with the current social marketing campaign "All by Myself"
- Implement "Quit HQ" website

### More

#### information:

<https://www.qld.gov.au/health/staying-healthy/atods/smoking/quitline>

## AoD Action 09

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Provide alcohol and drug awareness information to public service employees and volunteers. A number of State Government agencies provide information to their employees and volunteers by providing access to the Australian Drug Foundation Aware online alcohol and drug awareness program and supporting employees to quit smoking.

### Implementation:

- The Quit Smoking....for Life! program is available to all current Queensland Health and Queensland Ambulance Service staff - permanent, temporary and casual.
- It is also available to partners, spouses or family members living in the same house as any staff member registered on the program.
- The program is based on evidence that counselling support, along with nicotine replacement therapy (NRT), increases the likelihood of a person being successful with quitting smoking.
- People who enrol in the program receive:
  - a comprehensive assessment of their nicotine dependence and smoking behaviours
  - a course of free nicotine replacement therapies, either patches or gum, for up to 12 weeks (if suitable)
  - regular over the phone support sessions from trained Quitline counsellors.
- In 2016-17 there were 340 registrations which included 71 family members.
- Since 2005, Quit smoking...for life! has helped more than 5,400 Queensland Health staff.
- Of the 360 participants who had completed the program between 1 January 2015 and 30 June 2017, 63 per cent or 228 participants were not smoking at the time of completion, and 44 per cent were not smoking six months after completing the program.
- Key promotion times for this program are World No Tobacco Day (31 May) and New Year's Eve and includes spotlights, e-alerts and promotion to local Hospital and Health Service public affairs officers.

### Next steps:

- Department of Health has purchased 300 registrations for staff in 2017-18.

## AoD Action 10

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Support the Good Sports initiative to encourage Queenslanders to reduce risky alcohol consumption. Good Sports is an evidence-based, accreditation program that supports amateur community sporting clubs to introduce, improve, and maintain alcohol management policies and practices in order to create a culture of responsible drinking in sporting clubs. Implementation of this national program in Queensland is funded by the Queensland Government.

### Implementation:

The Good Sports Program is a three tiered accreditation program delivered by The Alcohol and Drug Foundation. The majority of participating clubs are in regional, rural and remote areas of Queensland in line with the higher prevalence of lifetime risky alcohol consumption than the State average (>22%). Thirty-eight communities are identified as priorities and these are spread throughout Queensland. There are currently 786 participating sporting clubs in the Alcohol (Core) Program. Program outcomes for the period July–December 2016 for the Good Sports Alcohol Program:

- 180 clubs progressed through accreditation with a total of 42 clubs accredited at Level 1 - 42, 68 accredited at Level 2, and 70 accredited at Level 3
- 40 clubs were from the priority regions with higher rates of harmful alcohol consumption
- continuing to establish key local partnerships with other sporting bodies, local councils and other community organisations.

Clubs accredited under the Alcohol Program can become accredited under the Healthy Eating Program. There are 589 clubs which participate in the Healthy Eating Program. Program outcomes for the period July–December 2016 for the Good Sports Healthy Eating Program:

- 34 new clubs engaged
- 96 clubs progressed through accreditation (annual target is 100) with a total of 237 clubs accredited at Level 1, 288 at Level 2 and 38 at Level 3.
- 18 of these clubs were from the priority regions.

### Next steps:

- The Alcohol and Drug Foundation will deliver both programs until 30 June 2018.

### More

#### information:

<http://goodsports.com.au/>

## AoD Action 11

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Support community level prevention strategies focused on reducing harmful alcohol consumption. The non-government organisation Lives Lived Well is being funded supported to collaborate with support community-based groups and partnerships such as Liquor Accords and other non-government organisations to implement effective prevention strategies to address identified local needs related to the harmful consumption of alcohol.

### Implementation:

Lives Lived Well was funded to implement the Act on Alcohol service. The aim of this service was to support Queensland communities to address alcohol related harm. Outcomes from July-Dec 2016 included the following.

- Rebranded website completed October 2016, resulting in increased traffic with an average of 320 visitors per month of which 90 per cent were new visitors.
- Community workshop held in Emerald.
- Community/stakeholder engagement activities conducted in Hervey Bay, Sunshine Coast, Gold Coast, Caboolture, Brisbane North, Roma, Kingaroy and Cherbourg.
- Partnership with Ethnic Communities Council Queensland to work with culturally and linguistically diverse communities.
- Funding received from North Queensland Public Health Network to produce an animation for use at community forums and education activities in Cairns, Townsville and Mackay.

### Next steps:

The funding contract for this program ended at 30 June 2017.

## AoD Action 12

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Enhance health professionals' skills to deliver alcohol, tobacco and other drug brief intervention by providing an online training program. This includes the 5A's brief intervention model, case studies, tips, demonstrations, resources and useful links and modules on applying learning to practice. Two specialised courses are available focusing on the general population and maternal and child health. Both courses are accessible online at no cost and participants receive a certificate of attainment on completion and can apply for continuing professional development points.

### Implementation:

The Healthy Lifestyles brief intervention online training program aims to reduce the prevalence of chronic disease and related harm by providing clinicians with the skills and knowledge to conduct brief interventions with their patients as part of routine care. The program includes structured modules incorporating content relating to:

- alcohol, tobacco and other drugs
- healthy eating and physical activity
- the 5A's brief intervention model
- case studies, tips, demonstrations, resources and useful links
- applying learning to practice.

Two specialised courses are available:

- General population - for health professionals who work predominantly with non-maternity patients.
- Maternity and Child Health - for midwives, child health nurses and other clinicians who work with pregnant and breastfeeding patients.

Registrations: 446 clinicians have completed either an alcohol, tobacco or other drugs module (263 - general course; 183 - maternity and child health course). On completion of the training a certificate of attainment is generated which participants can use to apply for continuing professional development points.

### Next steps:

Continue to promote the training to health professionals, with primary focus on Queensland Health staff. Evidence shows that clinicians can significantly improve the long-term health and wellbeing of their patients through the use of brief interventions.

### More

#### information:

Available via Queensland Health Clinical Skills Development Service website Brief intervention for a healthy lifestyle:

- General population (<https://www.sdc.qld.edu.au/courses/227>)
- Maternity and Child Health (<https://www.sdc.qld.edu.au/courses/226>)

## AoD Action 13

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Support the youth and alcohol and other drug workforce to deliver better family-responsive youth alcohol and other drug practice by publishing the Good Practice Guide 5 - Working with families and significant others in early 2016.

**Implementation:**

Dovetail published and released the Good Practice Guide 5 - Working with families and significant others in June 2016. It is available at <http://dovetail.org.au/i-want-to/open-the-good-practice-toolkit.aspx>. In addition, with funding under the Queensland Health Ice Initiative, in 2016-17 Dovetail further supported the application of family-responsive practice to alcohol and other drug treatment service delivery practice by delivering 13 face-to-face workshops for alcohol and other drug workers across the State including in Mountt Isa, Cairns, Townsville, Mackay, Rockhampton, Toowoomba and the south-east.

**Next steps:**

No further action is planned.

**More****information:**

A range of resources and options for support are available on the Dovetail website <http://dovetail.org.au/>

## AoD Action 14

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<b>Agency:</b>	Department of Housing and Public Works
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Undertake a two year Mental Health Demonstration Project in Brisbane's Inner-North to test a new integrated housing, health and social welfare support model to improve housing stability outcomes for people living in social housing who are experiencing mental illness, mental health and wellbeing issues or related complex needs (including drug and alcohol dependencies). The State Government has committed funding of \$2 million to this project which will be implemented from 2015-2017.

### Implementation:

- The Department of Housing and Public Works is partnering with Queensland Health and other agencies to implement the Mental Health Demonstration Project in Chermside and Fortitude Valley Housing Service Centre catchment areas.
- It is testing a new collaborative prevention and early intervention housing, health and welfare service delivery model to address gaps in the service system.
- By 30 June 2017, 166 participants received assessment, clinical mental health, in-home tenancy supports and links to other services.
- The two year project has been extended for six months until 31 December 2017.
- University of Queensland is evaluating the project, and the final outcomes evaluation is underway.
- The interim evaluation found participants had sustained tenancies, improved physical and mental health and increased social participation. It identified the benefits of early intervention for tenants with complex needs who are at high risk of eviction due to behaviours relating to illness.
- An online learning and development portal with six e-Learning modules has been launched with Queensland Health. 543 staff and network partners have learned about the needs of tenants experiencing mental illness, mental health difficulties and problematic substance use, and how to stabilise their housing.

### Next steps:

- The final evaluation report will inform future planning for strengthened service delivery approaches for tenants with mental illness and complex needs.
- Under the *Queensland Housing Strategy 2017-2020* action plan, the department will build on the Mental Health Demonstration Project and establish partnerships that will provide holistic responses to people with mental health concerns living in public housing.



## AoD Action 15

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Commence research to identify effective ways of reducing stigma and discrimination which has a negative impact on the mental health and wellbeing of people experiencing problematic drug use. There is currently very limited research into the most effective way of reducing stigma and discrimination which impacts on the ability of service users to be socially connected and to participate in education, training and employment or how it acts as a barrier to members of the community seeking help when they need it. The Commission will undertake a project to research this issue and identify options that may be implemented in Queensland.

### **Implementation:**

In 2016-17, the Commission engaged the Drug Policy Modelling Program of the National Drug and Alcohol Research Centre at the University of New South Wales to undertake research and advise the Commission on ways to reduce stigma and discrimination. The Drug Policy Modelling Program's research methodology included three inter-related components: a literature review, a legislative review, and analytical case studies based on 21 interviews conducted with people with a lived experience of problematic alcohol and other drug use. The final report was provided to the Commission in April 2017 outlining ways to reduce stigma and discrimination, not only experienced by those living with problematic alcohol and other drug use but also their families.

### **Next steps:**

The Commission is consulting State Government agencies regarding the report's findings and intends to publish the report in 2017-18. The report's findings will inform future actions to reduce harm relating to stigma and discrimination.

## AoD Action 16

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**Agency:** Queensland Health

**Action Status:** Action ongoing

**Priority area:** Demand Reduction

**Action:** Increase the number of medical practitioners providing the opioid treatment program which provides treatment of opioid dependence including prescription opioids. This will be achieved by making the training program available on-line and promoting the option of shared care between alcohol and other drug services and general practitioners.

**Implementation:**

The Queensland Opioid Treatment Program (QOTP) prescriber training program is now available on line. Implementation of training is complete. Approvals have been issued to 22 private general practitioners and 12 public hospital medical officers.

**Next steps:**

There will be ongoing validation of training and issuing of approvals. The QOTP program will continue to be promoted to manage codeine dependent patients identified as a result of codeine up-scheduling.

## AoD Action 17

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Continue to work with pharmacists to develop models of care that assist pharmacists to identify and manage people suspected of over-the-counter drug misuse.

**Implementation:**

The Department of Health actively participates in the Nationally Coordinated Codeine Implementation Working Group (NCCIWG) in order to develop nationally consistent models of care for pharmacists. A state based working group has been formed to support the national group, with the aim of guiding communication efforts that will raise awareness of the changes to over the counter sales of codeine among health professionals and provide further information and ongoing support to consumers.

**Next steps:**

The Working Group will continue to develop and implement strategies related to the rescheduling of codeine containing products including: sourcing of materials and websites for pharmacists to disseminate to consumers, investigating professional development opportunities for pharmacists around the changes and working with representative organisations such as the Pharmacy Guild of Australia and the Pharmaceutical Society of Australia to support pharmacists on an ongoing basis. Incorporate pseudoephedrine recording requirements from the current Health (Drugs and Poisons) Regulation 1996 into the new Medicines, Poisons and Therapeutic Goods (MPTG) regulatory scheme to ensure continued monitoring of potential pseudoephedrine diversion into the illicit drug market.

## AoD Action 18

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**Agency:** Queensland Health

**Action Status:** Action ongoing

**Priority area:** Demand Reduction

**Action:** Continue to promote the S8 Enquiry line for medical practitioners and clinicians managing patients prescribed drugs of dependence such as oxycodone and morphine. The Department of Health operates a confidential telephone enquiry service for medical practitioners which is currently available 24 hours 7 days a week.

**Implementation:**

Implementation of a new 13S8INFO confidential telephone enquiry line for medical practitioners. Available 7 days per week, 8am to 8pm. The new service will provide a faster response to callers, and reduce the number of missed or unanswered calls, plus more responsive data collection to provide statistics for the Department of Health on numbers and types of calls.

**Next steps:**

Reporting of dispensing of controlled drugs by pharmacists to be reduced from monthly to weekly. Implement a communications strategy for 13S8INFO. Refine data collection from 13S8INFO to enable the Department to constantly review and enhance the enquiry line service.

## AoD Action 19

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Invest in a new youth support service model to deliver three key types of activities: access services, support services and integrated response services. Access services include information, advice and referral to services that young people need, in particular for drugs and alcohol issues, mental health, housing, legal, education and domestic and family violence services. Integrated response services will also be provided through intensive and coordinated assistance for young people with particularly complex needs.

**Implementation:**

The new service model for youth services was implemented in 2016 and included comprehensive training on the new service model and three key youth support activity types. The Department of Communities, Child Safety and Disability Services (DCCSDS) continued to provide ongoing support to assist services in working under the new service model and to utilise the youth services database.

**Next steps:**

The DCCSDS is considering minor adjustments to program parameters before the negotiation of new contracts for service providers through 2017-18.

## AoD Action 20

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Demand Reduction
<b>Action:</b>	Develop clinical statewide training and resources for workers responding to ice and other substances. Queensland Health will allocate \$1.2 million over two years to oversee the development of specific training, clinical guidelines and resources to support frontline workers across the state who are responding to ice and other substances.

**Implementation:**

In 2016-17, as part of the Queensland Health Ice Initiative, funding was provided to State-wide Clinical Support Services, Metro-North Hospital and Health Service and the Queensland Aboriginal and Islander Health Council (QAIHC) to work in partnership to deliver a range of methamphetamine-related resources, training and education for alcohol and other drug, Indigenous, mental health and community service workforces. Fourteen methamphetamine training workshops were delivered across the State with 20 culturally tailored workshops delivered by QAIHC in locations such as Normanton, Cunnamulla, Cherbourg, Thursday Island, Palm Island, Yarrabah, Mareeba, Atherton and Kuranda. A range of methamphetamine clinical tools and resources were developed including an e-learning module, psychostimulant medical early intervention flowchart, brief intervention tool, information for families and a harm reduction booklet for people engaged in methamphetamine use. These resources are available on the Insight website at <http://insightqld.org/meth-check/>.

**Next steps:**

No further action

**More****information:**

Specialist methamphetamine clinical tools and resources are available at [www.insightqld.org.au/meth-check](http://www.insightqld.org.au/meth-check)

## AoD Action 21

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<b>Agency:</b>	Queensland Police Service
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Supply Reduction
<b>Action:</b>	Work with communities to encourage reporting of organised criminal activity. The Queensland Police Service will continue to work with communities to report organised criminal activity related to the supply, trafficking and production of illicit drugs.

**Implementation:**

The Queensland Police Service (QPS) continues to work with communities to encourage them to report organised criminal activity, including criminal activity relating to ice. In February 2017, the QPS launched the Report a Drug Dealer Portal – a web-based reporting system that allows members of the public to report crime on-line. From the launch of the portal to 30 June 2017, the QPS received 1,740 reports submitted by members of the public through the portal that generated intelligence reports in the QPS database.

**Next steps:**

The QPS will continue to promote the Report a Drug Dealer Portal and use it as an intelligence tool to target the supply, trafficking and production of illicit drugs.

**More****information:**

<https://www.police.qld.gov.au/apps/reports/ReportaDrugDealer>

## AoD Action 22

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<b>Agency:</b>	Queensland Police Service
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Supply Reduction
<b>Action:</b>	Enforce criminal drug laws in Queensland and undertake activities focused on targeting criminal networks involved in the production and supply of illicit drugs (including ice). These activities seek to reduce the supply of illicit drugs in Queensland and across interstate and international borders.

### Implementation:



- In 2015-16 the Queensland Police Service (QPS) received \$20 million in funding over four years to 'tackle alcohol fuelled violence, organised crime and the drug ice' across the state. In 2016-17 the QPS expended \$2.9 million targeting organised crime and the drug ice leading to the seizure of \$46 million of illegal drugs including 31kg of ice destined for the streets of Queensland.
- The QPS participates in the development of a nationally recognised end-user declaration scheme to regulate the sale of precursor chemicals and equipment that can be diverted to make ice in clandestine laboratories.
- The QPS continues to adopt a joint agency approach with partner law enforcement agencies to target organised drug-related crime through intelligence sharing and multi-agency joint task forces.
- In 2016-17, 164 clandestine laboratories were located in Queensland which is a decrease from the same time last year.

### Next steps:

- The QPS continues to enforce criminal drug laws in Queensland and undertaking activities to disrupt and dismantle criminal networks involved in the production and supply of illicit drugs, including ice.
- The QPS continues to collaborate and work in partnership with other law enforcement agencies and relevant government bodies in combating organised crime.



## AoD Action 23

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<b>Agency:</b>	Queensland Police Service
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Supply Reduction
<b>Action:</b>	Use existing communication methods to provide information to the public about changes to alcohol service times and increased enforcement of liquor regulations and the State Government's 'Tackling Alcohol-fuelled Violence' policy framework.

### Implementation:

- The Queensland Police Service (QPS) and the Office of Liquor and Gaming Regulation will continue their role as joint regulators of the Liquor Act and enforcing the new laws while working with Government, industry and the community to achieve the desired outcomes of the new strategies within the Tackling Alcohol-Fuelled Violence Administration (TAFV) Act.
- The QPS actively participate in Public Safety Consultative Committees, Liquor Accords for Safe Night Precinct local boards and provide expert advice, practical assistance and support to empower local licensees and other stakeholders to develop local solutions.
- The QPS also undertake intelligence-led policing through a range of proactive and operational activities in all Safe Night Precincts to address alcohol fuelled violence, which continues to play an important part in our plan to improve alcohol-related violence and ongoing support of public safety in Queensland's night time economy.
- The continued updating of training materials and ongoing education and delivery of state based liquor training for frontline police with relative legislative amendments that have taken effect to ensure consistent advice and approach is provided.
- Briefing to Police Minister, Media and other stakeholders on TAFV policy issues.

### Next steps:

- Ongoing review of compliance and information tools/policy to ensure they are current and relative.
- Ongoing State-wide emails, screen savers, media talking points, information sheets and physical engagement regarding changes to legislation.
- Ongoing engagement with Regions and outside stakeholders on TAFV implications.

## AoD Action 24

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Supply Reduction
<b>Action:</b>	Enhance the Responsible Service of Alcohol (RSA) in the Queensland liquor industry by leading a review and upgrade of the provision of RSA materials. A RSA refresher package has been developed for new and existing licensees and their staff that emphasises compliance with RSA provisions under the Liquor Act 1992. The Follow the Law campaign comprises five animated learning modules based on common scenarios that highlight RSA requirements, including checking identification, service of unduly intoxicated patrons and unacceptable practices and promotions – with a quiz for completion at the end. The material is now live on the Queensland Business and Industry Portal RSA Training.

### Implementation:

The "Follow the Law" campaign comprises five animated learning modules based on common scenarios that highlight Responsible Service of Alcohol (RSA) requirements, including checking identification, service of unduly intoxicated patrons and unacceptable practices and promotions – with a quiz for completion at the end. The modules live on the Business Queensland Portal have received almost 13,000 page views and associated animations have been viewed on YouTube over 20,000 times. Having completed the follow the law RSA refresher campaign, the Office of Liquor and Gaming Regulation (OLGR) continues to actively explore and develop opportunities for enhancing RSA practices across Queensland. A digital learning tool has been developed which empowers industry to refuse service to intoxicated patrons and gives real-life examples on how they can step up and take action when faced with the decision to refuse service to a patron. The Behind the Bar training videos help bar staff 'think before they pour the drink' and have been made available to be used by registered training organisations, peak industry bodies and licensees conducting in-house RSA refresher courses. As at 30 June 2017, the videos had received over 38,000 views.

### Next steps:

This action is completed

### More

#### information:

Refresher Training: <https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/training/rsa/refresher> Behind the Bar Video:

<https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/training/rsa/behind-bar>

## AoD Action 25

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Supply Reduction
<b>Action:</b>	Reduce alcohol service hours throughout Queensland and ban the sale of rapid consumption and high-alcohol content drinks after midnight. The Queensland Government, as part of its commitment to introduce measures to tackle alcohol-fuelled violence, has introduced legislation which from 1 July 2016 will stop the service of alcohol at 2am state-wide, other than in approved 3am Safe Night Precincts. Venues in 3am Safe Night Precincts, with the required individual venue approvals, will be able to continue alcohol service until 3am, with a 1am lock out. After the sale of alcohol ceases, venues will be able to remain open to serve food, non-alcohol drinks and provide entertainment. Sale and supply of high-alcohol content and rapid consumption drinks will be banned after midnight in all venues, except for specialised high-end venues with an approved exemption.

### Implementation:

The assent of the *Tackling Alcohol-Fuelled Violence Legislation Amendment Act 2016* and the *Liquor and Other Legislation Amendment Act 2017 (LOLA Act)* implemented the Government's Tackling Alcohol-Fuelled Violence Policy. The Amendment Acts have:

- reduced liquor trading hours to 2am State-wide, or 3am in safe night precincts
- prohibited any new extended trading hours approvals for takeaway alcohol after 10pm
- reduced the number of one-off temporary late-night extended hours permits (after midnight) that venues can apply for from 12 to 6 in a calendar year
- provided new criteria that must be satisfied prior to a temporary late-night extended hours permit being granted, including that it must relate to a "special occasion"
- prohibited the sale or supply of rapid intoxication drinks after 12 midnight State-wide.

### Next steps:

This action is completed

### More

#### information:

Tacking Alcohol Fuelled Violence: <https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/tackling-violence> The Law: <https://www.qld.gov.au/health/staying-healthy/atods/alcohol/the-law/index.html>

## AoD Action 26

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<b>Agency:</b>	Queensland Police Service
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Supply Reduction
<b>Action:</b>	Undertake activities designed to ensure compliance of liquor laws by industry. These activities seek to reduce the excessive consumption of alcohol in licenced venues and reduce alcohol fuelled violence in the community.

**Implementation:**

- The Queensland Police Service (QPS) and Office of Liquor and Gaming Regulation will continue their role as joint regulators of the Liquor Act and enforcing the new laws while working with Government, industry and the community to achieve the desired outcomes of the new strategies within the Tackling Alcohol-Fuelled Violence Amendment Act.
- The QPS has 14 designated liquor units across the state with officers actively conducting regular liquor inspections, compliance checks, auditing and monitoring of licensed premises.
- The QPS actively participates in Public Safety Consultative Committees, Liquor Accords for Safe Night Precinct local boards and provides expert advice, practical assistance and support to empower local licensees and other stakeholders to develop local solutions.
- The QPS also undertakes intelligence-led policing through a range of proactive and operational activities in all Safe Night Precincts to address alcohol fuelled violence, which continues to play an important part in our plan to improve alcohol-related violence and ongoing support of public safety in Queensland's night time economy.
- The continued updating of training materials and ongoing education for frontline police.

**Next steps:**

This is an ongoing activity.

## AoD Action 27

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Provide additional frontline treatment responses in Cooktown, Weipa, Logan, Gold Coast and Rockhampton. Additional funding of \$1.9 million annually has been allocated by Queensland Health to the Torres and Cape, Metro South, Gold Coast and Central Queensland Hospital and Health Services for clinical services to better respond to ice by specifically targeting vulnerable and at risk population groups, for example, young people, substance-using parents and Indigenous people living in rural and remote Queensland.

**Implementation:**

As part of the Queensland Health Ice Initiative, funding continued in 2016-17 for seven specialist alcohol and other drug treatment positions across the four identified Hospital and Health Services. The focus of these clinical positions is to provide alcohol and other drug treatment for young people aged up to 25 years (Rockhampton and Gold Coast), Aboriginal and Torres Strait Islander peoples (Cooktown and Weipa), and parents who use substances with children up to 8 years of age (Logan). These clinicians also provide appropriate referrals, consultation liaison, supervision, early intervention and engage with key local stakeholders to support continuity of care for clients.

**Next steps:**

Ongoing alcohol and other drug treatment delivery through these clinical positions

## AoD Action 28

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**Agency:** Queensland Health

**Action Status:** Action ongoing

**Priority area:** Harm Reduction

**Action:** Continue to divert minor or moderate illicit drug offenders from the criminal justice system to assessment, education and treatment programs through the Police Diversion Program and the Illicit Drugs Court Diversion Program. The programs are implemented in partnership between Queensland Health which has provided around \$18.9 million over three years to June 2017 for government and non-government organisations to provide alcohol and drug treatment diversion assessment and education sessions to people found in possession of substances, utensils, syringes and things associated with drug use.

**Implementation:**

A total of 13,131 referrals for assessment, education and treatment programs through the Police Diversion Program and the Illicit Drugs Court Diversion Program were received in 2016-17. Of these referrals, 8,564 were for the Police Diversion Program and 4,567 were for the Illicit Drugs Court Diversion Program. Overall referral rates in 2016-17 remained stable. Quarterly formal stakeholder meetings are undertaken, with ongoing stakeholder engagement as required for effective program management.

**Next steps:**

Ongoing delivery of Police Diversion and Illicit Drugs Court Diversion Programs including stakeholder engagement, monitoring, review and improvements to program delivery as identified.

## AoD Action 29

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**Agency:** Queensland Health

**Action Status:** Action ongoing

**Priority area:** Harm Reduction

**Action:** Provide assessment and education sessions to people over 18 on bail for offences committed in a public place while being adversely affected by an intoxicating substance through the state-wide Drug and Alcohol Assessment Referral Program. The Drug and Alcohol Assessment Referral program supports the Safe Night Out Strategy which seeks to address alcohol and other drugs-related violence in Queensland nightspots. It seeks to change the current culture and restore responsibility. Queensland Health invests approximately \$4.9 million to June 2018 to provide assessment and education sessions.

**Implementation:**

A total of 697 referrals to the Drug and Alcohol Assessment and Referral Program were received in 2016-17 with referral rates remaining stable compared to the previous year. It is to be noted that savings within this Program were reallocated within 2016-17 as identified to help meet high demand in some areas for delivery of diversion education and treatment sessions across the Police Diversion Program and the Illicit Drugs Court Diversion Program.

**Next steps:**

Ongoing delivery of the Drug and Alcohol Assessment and Referral Program including stakeholder engagement, review and monitoring.

## AoD Action 30

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Develop a model and integrated framework for the delivery of Specialist Courts and Court Diversionary programs in Queensland that recognises the links between offending, drug and alcohol use, child protection and domestic violence. The State Government has committed to reintroduce diversionary processes and programs as soon as fiscally practicable. This will be guided by the development of the framework which will consider best practice, both nationally and internationally, and stakeholder consultations, as well as budget allocations. The framework will inform the reinstatement of the Murri Court and the Special Circumstances Court Diversion Program.

**Implementation:**

A comprehensive review of the former Drug Court's operation and a review of best practice diversionary courts and drug courts, both nationally and internationally was undertaken. The review was finalised in November 2016 and the review reports were tabled in Parliament on 13 June 2017.

**Next steps:**

The Government has committed new funding of \$22.2 million over four years as part of the 2017-18 State Budget in support of the reestablishment of the Drug Court and enhancing current court referral and support services. The Drug Court will provide an intensive and targeted response to suitably assessed adult offenders with alcohol or drug dependency directly associated with their offending behaviour. The new Drug Court will be established in Brisbane and reinforced by referral and support services across four locations (Brisbane, Ipswich, Southport and Cairns). The Drug Court is expected to be operation by the end of 2017, with the roll-out of enhanced referral and support services also to commence in the second half of 2017.



## AoD Action 31

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**Agency:** Department of Justice and Attorney-General

**Action Status:** Action complete

**Priority area:** Harm Reduction

**Action:** Reinstate the Murri Court and the Special Circumstances Court Diversion Program to commence in 2016. The reinstatement will be based on the specialist court and court diversionary programs framework.

**Implementation:**

As at 30 June 2017, Murri Court operates in 14 locations across the state. Maroochydore joins Brisbane, Caboolture, Cairns, Cherbourg, Cleveland, Mackay, Mount Isa, Richlands, Rockhampton, St. George, Toowoomba, Townsville and Wynnum as the fourteenth Murri Court.

**Next steps:**

Continued community engagement will occur to enhance operation of Murri Court including streamlining processes and procedures.

## AoD Action 32

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Continue to support the Queensland Magistrates Early Referral Into Treatment (QMERIT) Program in Maroochydore and Redcliffe. QMERIT is a bail-based diversion program that requires eligible adult offenders with drug-related problems to attend a 12 to 16 week rehabilitation and treatment program as a condition of their bail.

**Implementation:**

QMERIT program eligibility was updated to include problematic alcohol use and decreased the eligible age from 18 to 17 years. During the 2016-2017 financial year, there was a total of 267 participants with 225 referred during this period and 42 carried over from the previous year. As at 30 June 2017, 55 were still completing the program. Of the 212 finalised cases, there were 66 graduates and 29 completions (both are considered successes), totalling 95, with an overall compliance success rate of 44.8%.

**Next steps:**

The program will continue to operate in Maroochydore and Redcliffe Magistrates Courts.

**More****information:**

QMERIT: [www.courts.qld.gov.au/services/court-programs/queensland-magistrates-early-referral-into-treatment](http://www.courts.qld.gov.au/services/court-programs/queensland-magistrates-early-referral-into-treatment)

## AoD Action 33

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Comprehensively review the former Drug Court commencing in 2015-16 based on national and international best practice models and development of the specialist court and court diversionary programs framework.

**Implementation:**

A comprehensive review of the former Drug Court's operation and a review of best practice diversionary courts and drug courts, both nationally and internationally was undertaken. The review was finalised in November 2016 and the review reports were tabled in Parliament on 13 June 2017.

**Next steps:**

The Government has committed new funding of \$22.2 million over four years as part of the 2017-18 State Budget in support of the reestablishment of the Drug Court and enhancing current court referral and support services. The new Drug Court will be established in Brisbane. A new, short term bail based program - Court Link - will be established in Brisbane and Cairns, replacing the current Queensland Integrated Court Referrals (QICR) program. QICR will continue to run in Southport, Ipswich and Mount Isa. The Drug Court will provide an intensive and targeted response to suitably assessed adult offenders with alcohol or drug dependency directly associated with their offending behaviour. The Drug Court is expected to be operational by the end of 2017 and Court Link will commence in Brisbane by the end of 2017 and by 30 June 2018 in Cairns.

**More****information:**

The review reports have been published on the Queensland Courts website (<http://www.courts.qld.gov.au/courts/drug-court>) and can also be accessed via the Queensland Parliamentary website (<http://www.parliament.qld.gov.au/work-of-assembly/tabled-papers/online-tabled-papers>).

## AoD Action 34

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Map the extent of alcohol and other drug service users engagement in the co-design, delivery and management of services, programs and policy development. The map will consider service user engagement and leadership in publicly funded hospitals and health services, private health services and non-government organisations.

### Implementation:

In 2015 the Commission engaged Urbis to map the extent of consumer/client, family and carer engagement across Queensland's government, non-government and private mental health and alcohol and other drug sectors with the results published in February 2017. An online survey was completed by 63 services. It found that respondents saw engagement as a genuine opportunity to drive change. Effective engagement needs to be specific, focused and part of an ongoing dialogue with people who have a lived experience of mental illness, problematic alcohol and other drug use, and suicide, and their families, carers and support people. The findings showed respondents' engagement practices are still in the developmental stages. Respondents acknowledged that engagement can drive change at a strategic and operational level of a service but was most commonly used to support people in their individual recovery journey. Resourcing, lack of systems support, and a perceived reluctance of people with a lived experience to engage with services, were viewed as the key challenges to undertaking engagement. The findings demonstrate that additional support is required to move engagement from a process supporting therapeutic outcomes to one where people with a lived experience, their families, carers and support people can influence the development, implementation, monitoring and evaluation or policies, programs and services to achieve sector reform and improve service delivery outcomes.

### Next steps:

To further support the mental health, alcohol and other drug, and suicide prevention sectors to embed lived experience engagement as an integral part of their service development and improvement processes, the Commission in 2017-18 will establish a lived experience reference group to lead and drive reform. The Commission will work with key stakeholder and representatives of people with a lived experience, families, carers and support people to support and improve engagement efforts.

## AoD Action 35

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Develop best practice principles for engagement of alcohol and other drug service users in the co-design, delivery and management of services, program and policy development.

### Implementation:

In 2015-16 the Commission engaged a consortia led by the Queensland Alliance for Mental Health in partnership with Queensland Network of Alcohol and Other Drug Agencies and Enlightened Consultants to develop draft best practice principles for engaging service users in the design and delivery of mental health and alcohol and other drug services. After extensive engagement the resulting *Stretch2Engage Service Engagement Framework for Mental Health and Alcohol and Other Drug Services* (Stretch2Engage) was published in February 2017.

Stretch2Engage is designed to be used by government, non-government and private mental health and alcohol and other drug services to guide efforts to increase and improve engagement of people with a lived experience, their family and carers. Stretch2Engage encourages services to think and act differently; to ask 'How can my organisation more effectively engage?' instead of asking 'How can we enable people with a lived experience, families, cares and friends to engage with us?' Stretch2Engage is founded on the value that engagement of people with a lived experience, their families and carers is a human right fundamental to citizenship. Consequently engagement is important in its own right while acknowledging the benefits to services who engage effectively.

### Next steps:

In 2017-18, the Commission will examine opportunities for the draft best practice principles to influence and inform reform in Queensland. This will involve working in partnership with Queensland Health, Health Consumers Queensland, Queensland Alliance for Mental Health, Queensland Alcohol and other Drug Network and people with a lived experience, their families, carers and supporters. These opportunities will also be influenced by the work of the lived experience reference group that the Commission plans to establish in 2017-18.

## AoD Action 36

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<b>Agency:</b>	Queensland Police Service
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Continue to target drink driving and drug driving offences across Queensland through random and targeted drug and alcohol testing of road users. The Queensland Police Service will continue to intercept drivers in an effort to reduce the harms associated with road related trauma where drivers are impaired by alcohol or other drugs.

### Implementation:

- During 2016-17, the Queensland Police Service's (QPS) Road Policing Command continued to increase roadside drug testing capacity with an additional 105 officers trained to conduct roadside drug tests. This represents a capacity increase of approximately 26%, bringing the total number of authorised officers trained to 510.
- In addition, the QPS significantly increased the number of roadside drug tests conducted by 13.6%. In 2015-16, 49,445 roadside drug tests were conducted with 10,804 drug drivers detected (one in 4.6 tests); and in 2016-17, 56,185 roadside drug tests were conducted with 10,939 drug drivers detected (one in 5.1).
- During 2016-17, the QPS continued to conduct Operation Menzel, a state-wide highly visible random breath testing operation.
- In 2016-17, over 3.11 million random breath tests were conducted, with approximately 17,000 drink driving offences detected.

### Next steps:

- Continue to conduct random breath tests and random drug tests using current practices.
- Random drug tests will increase to 65,000 tests in the 2017-18 financial year.

## AoD Action 37

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<b>Agency:</b>	Department of Transport and Main Roads
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Investigate drug driving in Queensland and consider the effectiveness of existing penalties and sanctions and other countermeasures such as diversionary programs. This action forms part of the Queensland Road Safety Action Plan 2015-17. It targets those drivers that drive while either being under the influence of a drug or have a relevant drug present. The action will be completed by 30 June 2017.

**Implementation:**

The Department of Transport and Main Roads (TMR) has completed this investigation. As part of this work, TMR commissioned research into current drug driving enforcement practices and best practice models within Australian and international jurisdictions. The Centre for Accident Research and Road Safety – Queensland (CARRS-Q) reported on the outcomes of this research in June 2017 which will be made available on the department's website.

**Next steps:**

As a priority under the new *Queensland Road Safety Strategy 2017-19* TMR will look to intensify efforts to tackle drug driving in partnership with the Queensland Police Service.

## AoD Action 38

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<b>Agency:</b>	Department of Transport and Main Roads
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Investigate options to refer drink drivers to screening and counselling services. This action forms part of the Queensland Road Safety Action Plan 2015-17 and focuses on both first-time and recidivist drink drivers. The action will be completed by 30 June 2017.

**Implementation:**

The Department of Transport and Main Roads (TMR) has completed an investigation into referral options for first-time and recidivist drink drivers. A Safer Roads, Safer Queensland Ministerial forum was hosted on 9 February 2016. The forum sought advice from key industry and community organisations, research institutions government agencies and peak bodies regarding approaches to curtailing impaired driving. Advice received at the forum informed the development of a proposal to require drink drivers to participate in education and rehabilitation programs. The proposal was released as part of a discussion paper for public consultation on 1 February 2017. Public consultation closed in March 2017.

**Next steps:**

Outcomes of the public consultation are currently under consideration by government.



## AoD Action 39

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Trial the delivery of a quick response substance misuse intervention for offenders on community based orders in south east Queensland for people on probation or parole. The one on one intervention will be delivered by the Salvation Army and consist of a two and a half hour session that will occur within 72 hours of a referral being received from probation and parole.

**Implementation:**

The trial of a one-on-one intervention delivered by the Salvation Army was conducted in 2015-16 as a short term, one-off trial of an alternative delivery mechanism. Lessons learned from this trial were used to inform the development and design of the Crisis Support mechanism within the new Community Re-entry Services Team (CREST) Re-entry Service. Within the current model, offenders are referred to providers to access services or supports that mitigate the identified acute risk within three working days, including for substance abuse needs.

**Next steps:**

The action is completed.

## AoD Action 40

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Continue to deliver the Changing Habits and Reaching Targets (CHART) program for young people on youth justice orders and supervised bail. The CHART program includes a module to address drug and alcohol issues if they are identified in the young person's case plan. The module uses motivational interviewing and provides detailed information about drug use and safety issues. The sessions aim to develop an understanding of thinking patterns that support alcohol and other drug use, and to increase self-control in high risk situations. The case plans include safety planning, providing harm minimisation information and supported referrals to specialised adolescent drug and alcohol services.

**Implementation:**

Youth Justice continued to formally assess young people and deliver the Changing Habits and Reaching Targets (CHART) program as appropriate. Caseworker induction training covers delivery of CHART and regional centres regularly employ initiatives to tailor delivery to the needs of local clientele. Youth Justice continued to develop resources to improve the delivery of CHART with Aboriginal and Torres Strait Islander young people, young people with limited literacy, young people with complex needs and young people with histories of trauma.

**Next steps:**

Continue to deliver CHART and develop resources to suit the needs of local clientele.

**More****information:**

## AoD Action 41

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Deliver the Take Control, Know Your Limits Program for young people in youth detention. The 10 session program is delivered at the Brisbane Youth Detention Centre and is provided to young people who have decided to give up alcohol and other drugs. The program is targeted at young people in detention and aims to provide young people with a framework to cease alcohol and other drug misuse.

**Implementation:**

Brisbane Youth Detention Centre continued to deliver the Take Control, Know your Limits program to young people in detention centres to address issues with illicit substances. The program increases young people's awareness of factors that precipitate and perpetuate substance misuse as well as development of strategies and relapse prevention plans.

**Next steps:**

Youth Justice will support Brisbane Youth Detention Centre to continue to provide program within centre, as well as individual interventions to young people.

**More  
information:**

## AoD Action 42

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Deliver a drug and education program to young people in youth detention. The program is delivered at the Cleveland Youth Detention Centre and aims to address issues related to substance misuse and educating young people about the dangers of drug use and chroming. The program was developed in an educational capacity so that young people are well informed about the effects drugs and/or alcohol can have on them and how regular use can lead to addiction and health implications.

**Implementation:**

Cleveland Youth Detention Centre continues to provide drug and alcohol interventions to young people within youth detention. The programs support young people to implement strategies for harm and risk minimisation and enhance young people's motivation to change. Due to changes in program delivery, the total number of young people who engaged in drug and alcohol programs in 2016-17 is not currently available. However, at any one time, approximately 30 young people are engaged in treatment for mental health, tobacco and other drugs in Cleveland Youth Detention Centre

**Next steps:**

Youth Justice will continue to provide programs within centre to meet the assessed needs of young people in relation to drug and alcohol issues.

**More information:**

## AoD Action 43

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Provide antenatal health assessments for all women accessing public health services which focus on identifying mental health difficulties, alcohol and drug use, domestic and family violence or financial stress. This will include, where required, referrals to appropriate services to address issues identified through the assessment process made with the person's consent.

### Implementation:

- "Quit for You...Quit for Baby" commenced January 2016.
- Delivered by the Quitline (13 QUIT) Service, the program combines up to eight counselling sessions for the pregnant woman, and four for her partner, combined with 12 weeks supply of Nicotine Replacement Therapy.
- Participants can access the program via a referral from a midwife in participating public antenatal services, referral from a health practitioner, or self-referral (by calling Quitline directly).
- As at 30 June 2017, 660 registrations have been received. Of these, 130 were from Aboriginal and Torres Strait Islander Queenslanders.
- Registrations have been received from individuals in the following HHSs: Metro South (223), Metro North (101), West Moreton (46), Gold Coast (41), Darling Downs (39), North West (10), Torres & Cape (8), Cairns (53), Townsville (19), Mackay (3), Wide Bay (34), Sunshine Coast (32), Central Qld (32), Postcode not recorded (19).
- Fifty individuals have completed the program. Of these, 52% were not smoking at program completion.

### Next steps:

- The program will be promoted to all General Practitioners, Obstetrician and Gynaecologists who will be encouraged to refer clients.
- Engagement with public antenatal clinics will be ongoing, to extend the program availability.

### More

#### information:

<https://www.qld.gov.au/health/staying-healthy/atods/smoking/quitline>

## AoD Action 44

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**Agency:** Department of the Premier and Cabinet

**Action Status:** Action complete

**Priority area:** Harm Reduction

**Action:** Support the Danny Green national coward's punch campaign. The campaign addresses alcohol-fuelled violence and seeks to bring about a cultural change by demonstrating that violence is not acceptable.

**Implementation:**

The funding for this initiative was a one off grant of \$20,000 to increase the campaign's activity in Queensland markets, as part of the 2015–16 Budget and is considered completed. No further action was planned to occur during the 2016–2017 year.

**Next steps:**

No further action required

## AoD Action 45

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Support compliance with smoke-free laws at hospitals and health facilities. Smoking is prohibited at all Queensland public and private hospitals and health facilities, and five metres beyond their boundaries. Patient, staff and visitor compliance with the non-smoking requirements is reinforced by prominent signage, public education; quit smoking support and compliance audits.

**Implementation:**

Under section 26ZGC of the Tobacco and Other Smoking Products Act 1998, from 1 January 2015 smoking was banned at public and private hospitals and health facilities. This ban extends to 5 metres beyond their respective boundaries. As part of a two-phase audit led by Metro North Hospital and Health Service (HHS) Environmental Health staff, a cross section of state-wide private and public facilities were surveyed during 2016-17 as follows:

- Phase 1 – audit of implementation practices to identify if measures have been put in place by hospitals to achieve the objective of the legislation
- Phase 2 – compliance investigation and enforcement activity.

**Key results for Phase 1:**

- all 16 HHSs were reviewed in the audit.
- 12 HHSs had authorised hospital-based personnel to issue penalty infringement notices (PINs) for smoking breaches.
- 15 HHSs conducted regular surveillance activities, such as walking patrols of the campus, for at least one of their hospitals.
- 94% of the 112 hospitals had no-smoking signage.

**Next steps:**

Environmental Health Officers and authorised hospital-based personnel are undertaking localised activity to further educate and to enforce the tobacco legislation on health facility land.

## AoD Action 46

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Establish more smoke-free places by implementing tobacco legislative reforms and continuing enforcement of Queensland tobacco laws. Indoor and outdoor smoking bans reduce exposure to second-hand tobacco smoke and support social change by reducing the opportunity to smoke and creating an environment where non-smoking is the norm. Queensland was the first jurisdiction to introduce smoking bans for outdoor eating places and to comprehensively regulate electronic cigarettes.

### Implementation:

- Legislative amendments to the Tobacco and Other Smoking Products Act 1998 creating more smoke-free outdoor public places commenced on 1 September 2016. The amendments also empower local governments to create smoking bans for areas not covered by state law, and prohibited the sale of smoking products from temporary tobacco retail outlets.
- In addition, seven new smoke-free government precincts were created in the Brisbane Central Business District.
- The implementation of the new smoking bans was supported by an implementation package which included the delivery of state-wide media campaigns, stakeholder collaboration and a program of public education delivered late 2016, which included 14,000 site visits of new smoke-free areas by government enforcement officers.
- Resources to encourage compliance were designed and distributed state-wide to sporting clubs, childcare centres, local governments, and national parks and wildlife officers. Materials were developed for print, web and social media formats.
- Stakeholder collaboration was an important aspect of the implementation focus and included joint efforts with the Departments of Transport; National Parks, Sport and Racing; and Education as well as local governments, sporting associations and residential aged care services.

### Next steps:

Implementation of recommendations for tobacco licensing; and smoking at higher education facilities:

- Licensing - consultation has commenced with key stakeholders; and, options for licensing schemes are being tested as a part of a smoking reduction modelling project.
- Qld universities, TAFE Qld and registered training organisations are being encouraged and supported to adopt total smoke-free policies for their campuses. The sector has shown strong interest in protecting the health and wellbeing of staff and students.

### More

#### information:

<https://www.qld.gov.au/health/staying-healthy/atods/smoking/laws>



## AoD Action 47

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Develop the Violence Against Women Prevention Plan. This whole-of-government plan will commit to eliminating all forms of violence perpetrated against women, of which domestic and family violence is one of the most common forms. It aims to bring consistency and collaboration to addressing other forms of violence against women with consideration of its causes and how the different forms of violence against women are interconnected.

**Implementation:**

The *Queensland Violence against Women Prevention Plan 2016-22* (VAWPP) was released in October 2016. The VAWPP complements the *Domestic and Family Violence Prevention Strategy 2016-26* which focuses on domestic and family violence as the leading form of violence against women.

**Next steps:**

The Department of Communities, Child Safety, and Disability Services will oversee the ongoing implementation of the VAWPP.

**More****information:**

[www.communities.qld.gov.au/communityservices/women/queensland-violence-against-women-prevention-plan-2016-22](http://www.communities.qld.gov.au/communityservices/women/queensland-violence-against-women-prevention-plan-2016-22)

## AoD Action 48

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Invest in resources to ensure that families experiencing challenges can access appropriate supports in a timely manner to avoid unnecessary contact with the statutory child protection system. Family and Child Connect services are being funded in 20 catchments across Queensland to assist families to engage with the services they need to safely care for their children at home. Intensive Family Support services are being funded in the same catchments to expand the range of options for families with multiple and complex needs requiring support for a period of up to nine months. These services are funded to operate as part of a network of local agencies, including drug and alcohol services, to ensure that families receive holistic responses to their various needs.

### Implementation:

The Queensland Government has continued to enhance family support services across the state helping vulnerable and at risk children and families to access timely support before issues escalate. Families or anyone concerned about a child or family can call 13FAMILY from anywhere across the state for information, advice and referral to support services. Through investment of over \$14.2 million per annum, 17 Family and Child Connect services cover 20 catchments where families can be connected with the services they need. For families facing multiple and complex challenges, 33 Intensive Family Support services operate across the state at a total cost of \$38.555 million per annum (\$26,799,303) (2016-17) and a further allocation of over \$13.35 million per annum will provide 21 new Intensive, Secondary and Targeted family support services to commence before the end of 2017. To increase capacity in areas of high demand the government is also enhancing services provided by a number of existing providers. Through these high levels of investment Queensland families have better access than ever before to services that can support them to build their capacity to safely care for and nurture their children.

### Next steps:

Establishment of 13 new Intensive Family Support services to commence on 1 October 2017 is the final stage of the rollout of Queensland's preventative family support services.

### More

#### information:

Information on Family and Child Connect services and on how to refer a family to Family and Child Connect and other family support services, is available at the website:

<http://familychildconnect.org.au/> (for families) and

<http://familychildconnect.org.au/professionals/> (for professionals).

## AoD Action 49

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Update the 'My Child has Foetal Alcohol Spectrum Disorder (FASD)' publication aimed at parents of children with disability. The booklet for Queensland families of young children is intended to answer some of the questions concerning a child who has foetal alcohol spectrum disorder (FASD) or a child who has recently been diagnosed with FASD.

**Implementation:**

The publication can be accessed from the Queensland Government publications site at <https://publications.qld.gov.au/dataset/my-child-has-information-for-queensland-families-of-young-children>

**Next steps:**

This resource will be reviewed before the end of 2017.

**More****information:**

<https://publications.qld.gov.au/dataset/my-child-has-information-for-queensland-families-of-young-children>

## AoD Action 50

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Expand the rest and recovery services within designated Safe Night Precincts to reduce alcohol-related violence and create safer entertainment precincts. Funding of \$10.8 million will be provided over three years to expand these services.

**Implementation:**

Rest and recovery services have been established in 15 entertainment precincts across Queensland to assist people affected by alcohol and reduce the risk of violence resulting from the use of alcohol. Safe Night Precinct Boards have been established in funded locations to manage the safety and amenity of the precinct through Alcohol Management Plans, raise funds to deliver initiatives, promote harm minimisation, and support community organisations that deliver the rest and recovery services.

**Next steps:**

The Department of Communities, Child Safety and Disability Services will continue to monitor delivery of services and assess their impact on the safety of patrons in entertainment precincts.

## AoD Action 51

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Continue to invest in public intoxication services to respond to adults affected by alcohol, targeting Aboriginal and Torres Strait Islander peoples. The Department of Communities, Child Safety and Disability Services will continue to invest \$14.4 million in 2015-16 for these services which provide immediate and ongoing support to Aboriginal and Torres Strait Islander men and women who are affected by alcohol, and are either in police custody or able to be diverted from police custody. Support may include assistance to people (and their families and friends) to sober up safely and access the necessary services and support they need to improve their safety, health and wellbeing.

**Implementation:**

The Department of Communities, Child Safety and Disability Services (DCCSDS) continued to provide public intoxication services to ensure the safety and well-being of Aboriginal and Torres Strait Islander men affected by alcohol or other substances. A total of 29 services and 10 organisations joined the DCCSDS for a successful two day workshop in Townsville in June 2017. The first day of training was dedicated to Red Dust Healing and using cultural tools to deal with clients with high or complex needs. On the second day Queensland Health Insight Training and Education presented on alcohol and other drugs, noting the demand for information about methamphetamines including 'ice.'

**Next steps:**

The effectiveness of the program is being monitored. Workshops to further professional development are being planned for the 2017-18 financial year.

## AoD Action 52

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Invest in specialised online ice training resources for frontline child safety workers. This online training module aims to increase staff skills and knowledge of ice's attributes and effects, and assist them to recognise and respond to the signs of ice use in the community.

**Implementation:**

This crystal methamphetamine (Ice) eLearning training resource has been delivered and remains available for completion by our child safety staff. Following release of the *Action on Ice Report*, the decision was made to update the Department of Communities, Child Safety and Disability Services' (DCCSDS) current Ice module. The updated Ice module will be released on 31 July 2017. In the revision of this module the DCCSDS engaged Queensland Health's Adult Drug and Alcohol division, Queensland Health's Adolescent Drug and Alcohol division, Senior Sargent of the Queensland Police Service. The revised Ice module will emphasise increasing staff skills and knowledge of ice's attributes and effects, and assist staff to recognise and respond to the signs of ice use in the community. Additionally, this revised module will also examine the impacts of stigmatisation on people who use Ice, and how in turn stigma and discrimination can impact on a person's engagement with services such as child safety.

**Next steps:**

Action is complete.

## AoD Action 53

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<b>Agency:</b>	Department of Aboriginal and Torres Strait Islander Partnerships
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Continue to work with Aboriginal and Torres Strait Islander discrete communities to improve the effectiveness of Alcohol Management Plans (AMPs) and reduce sly grog in the communities. AMPs are a combination of supply reduction and demand reduction strategies. Supply reduction strategies implemented as part of AMPs include: alcohol restrictions; dry place declarations; and home brew bans. The Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) has invested in a Sly Grog and Home Brew Communication Strategy. This strategy aims to focus on the harmful effects of sly grog and home brew and promote the Sly Grog Hotline. To date, evaluation of this strategy indicates that it has raised awareness of the problem and started conversations regarding sly grog and home brew. DATSIP is also working in partnership with DJAG on a strategy to promote dry place declarations including a factsheet; web content; an operational procedure; and a regional engagement strategy.

### Implementation:

- The Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) worked with Queensland's discrete Aboriginal and Torres Strait Islander communities that have Alcohol Management Plans (AMPs) to support and assist them with alcohol management in their communities.
- The Minister for Local Government and Minister for Aboriginal and Torres Strait Islander Partnerships had discussions with Mayors and community leaders on community priorities related to alcohol management including increased local decision making and community ownership, improved community safety and strategies that address sly grog and homebrew.
- DATSIP also worked across Government to identify ways to reduce alcohol misuse and related harm including by examining options for promoting a change in drinking culture and reducing continuing problems experienced from sly grog and homebrew.
- DATSIP promoted dry place declarations in discrete Aboriginal and Torres Strait Islander communities, Mossman Gorge and Coen, as an intervention supporting alcohol management within communities. Ongoing reporting occurred on community consultation undertaken and the number of dry place declarations in communities.

**Next steps:**

- Working with communities and across Queensland Government to gather further information and advice on alcohol management for the future approach.
- Continuing discussions with communities and key stakeholders on AMPs including addressing sly grog and homebrew and promoting a culture of responsible drinking.
- Promoting dry place declarations and reporting on consultations and the number of dry place declarations taken up in communities.

**More  
information:**

This activity is ongoing.



## AoD Action 54

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<b>Agency:</b>	Queensland Rail
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Harm Reduction
<b>Action:</b>	Queensland Rail continues to increase its Alcohol and other Drugs testing and education focus on high risk areas and safety critical workers. An education and awareness campaign is being developed to help mitigate the use of Alcohol and other Drugs in high risk areas

**Implementation:**

As of 1 July 2016, Alcohol and other Drugs testing is conducted at pre-employment stage for all external applicants, with increased targeted testing for high risk workers. This is in addition to post critical incident testing, upon suspicion testing, and the organisational random Alcohol and other Drugs testing program. Education across the business on Queensland Rail's Alcohol and other Drugs Specification continues which includes detail on self-declaration and employee obligations when taking prescription medication.

**Next steps:**

Queensland Rail's Alcohol and other Drugs testing and education program will continue in 2017-18.

## SEWB Action 01

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<b>Agency:</b>	Department of Aboriginal and Torres Strait Islander Partnerships
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Support the repatriation of Aboriginal and Torres Strait Islander cultural property including ancestral remains and significant objects to Aboriginal and Torres Strait Islander communities.

**Implementation:**

Queensland Museum (QM) has undertaken work over the last 12 months supported by the Museum Repatriation Fund with ongoing funding from the Commonwealth Indigenous Repatriation Program:

- Six Ancestral Remains (hair samples) returned to Traditional Owners in July 2016.
- An Aboriginal consultant contracted to attend a meeting in Alice Springs on behalf of QM to discuss repatriation of approximately 68 Male Secret Sacred Objects (SSO's) provenance to Central Australia. Consultations are ongoing.
- QM staff members have been working closely with Traditional Owners and community to develop a suite of protocols to ensure the ongoing care and eventual repatriation of petroglyphs.
- A signal canon used in ceremony has been approved for return a north Queensland community.
- Traditional Owner representatives discussing the provenance of Ancestral Remains, SSO's and Burial Goods with QM.
- Two Ancestors remains returned from Germany and QM will look after them whilst the national Indigenous Repatriation Program work with local communities to facilitate their return to country.
- An additional Repatriation Officer was recruited.

**Next steps:**

Department of Aboriginal and Torres Strait Islander Partnerships will continue to assist the Queensland Museum in the management and repatriation of Aboriginal and Torres Strait Islander ancestral remains and SSO's to communities.

## SEWB Action 02

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<b>Agency:</b>	Department of Aboriginal and Torres Strait Islander Partnerships
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Administer the Aboriginal and Torres Strait Islander Cultural Heritage Acts to ensure the preservation and protection of Aboriginal and Torres Strait Islander cultural heritage across Queensland.

### Implementation:

- Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) is responsible for administering the *Aboriginal Cultural Heritage Act 2003* and the *Torres Strait Islander Cultural Heritage Act 2003*.
- The Cultural Heritage Unit assists land users and traditional owners to manage their cultural heritage responsibilities by providing a range of administrative services including:
  - information about the location of recorded sites and places
  - contact details for relevant traditional owner groups
  - advice about the operation of the cultural heritage legislation
  - facilitating relationships between parties seeking to manage cultural heritage.
- DATSIP is currently undertaking consultation with stakeholders on the review of the Cultural Heritage Duty of Care Guidelines.

### Next steps:

DATSIP will continue to administer the *Aboriginal Cultural Heritage Act 2003* and the *Torres Strait Islander Cultural Heritage Act 2003* in a manner to ensure cultural heritage is effectively recognised, protected and conserved.

## SEWB Action 03

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<b>Agency:</b>	Department of Aboriginal and Torres Strait Islander Partnerships
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Support the native title process in Queensland. DATSIP provides detailed research reports and records to Native Title Representative Bodies and Native Title claimants to inform Connection to Country reports.

**Implementation:**

- Community and Personal Histories Branch finalised 144 Native Title requests in 2016–17.
- Majority of requests were received from Queensland South Native Title Services, North Queensland Land Council and Cape York Land Council.
- Forty (40) requests were from individual clients.

**Next steps:**

Native Title work is ongoing.

**More****information:**

For further information, please contact the Community and Personal Histories team on 1800 650 230 or via [enquiries@atsip.qld.gov.au](mailto:enquiries@atsip.qld.gov.au).

## SEWB Action 04

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<b>Agency:</b>	Department of Aboriginal and Torres Strait Islander Partnerships
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Proactively support Aboriginal and Torres Strait Islander engagement and participation in the co-design, development and delivery of Aboriginal and Torres Strait Islander programs and services to maximise outcomes.

**Implementation:**

- Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) has developed and implemented an Aboriginal and Torres Strait Islander Policy Leaders Forum to actively participate in the development of significant policy initiatives.
- DATSIP engaged with Mayors and with Elders of communities in relation to responding to issues including child safety, domestic and family violence and alcohol management.
- Far North Queensland Region has provided support where requested to assist in the coordination and development of community-led actions and solutions to issues that arise related social and emotional well-being issues (for example Kowanyama and Lockhart River). This has included provision of dedicated DATSIP staff to assist with service delivery on the ground; coordination and monitoring of whole-of-government response action plans; and facilitation of meetings of relevant stakeholders to develop actions to address issues, short, mid and long-term.
- DATSIP is also working with the Inala Elders and community, and other Queensland Government agencies and services in Inala to provide the right care and support for those at risk of suicide and to heal families and strengthen the community.

**Next steps:**

Work is ongoing through established networks and regional relationships, and also responds to emerging issues as they arise.

## SEWB Action 05

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<b>Agency:</b>	Department of Tourism Major Events Small Business and the Commonwealth Games
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Develop a Reconciliation Action Plan (RAP) for the Gold Coast Commonwealth Games in 2018. The RAP has been developed by the Office of the Commonwealth Games in the Department of Tourism, Major Events, Small Business and the Commonwealth Games to support tangible actions and initiatives for Aboriginal and Torres Strait Islander people. Through three priority areas of respect, relationships and opportunities, the RAP includes programs which promote the celebration and promotion of Indigenous culture, art and histories as well as increasing the Government's cultural capabilities. The RAP will work to increase Indigenous participation in sport and recreational programs, education, upskilling, employment and procurement. The aim of the RAP is to leave a legacy of physical, social, emotional and community wellbeing.

### Implementation:

The *GC2018 Reconciliation Action Plan* (RAP) was launched on 30 May 2017. The RAP is the first for a single major sporting event in Australia. GC2018 provides a unique opportunity to showcase Aboriginal and Torres Strait Islander people, culture and arts on the world stage. It has the potential to deliver real benefits through employment, training and procurement opportunities and to provide a lasting legacy beyond GC2018. The GC2018 RAP will target projects that achieve the following key commitments:

- procurement opportunities for Indigenous businesses
- employment and training opportunities for Aboriginal and Torres Strait Islander people
- Indigenous participation in healthy and active lifestyle initiatives
- greater awareness of Aboriginal and Torres Strait Islander language, culture and histories
- stronger connections with Aboriginal and Torres Strait Islander communities.

### Next steps:

Program and initiatives under the RAP will be implemented before, during and post Commonwealth Games. Programs include:

- Indigenous Volunteer Support Program
- Business development and support
- Employment and training
- Reconciliation in Qld Schools
- Cultural capability and Community engagement
- Healthy and active lifestyle activities including Traditional indigenous Games
- Traditional language program

The legacy of the RAP will be one of inclusiveness and participation for Indigenous people as well as an increased awareness of Aboriginal and Torres Strait Islander culture, language and histories.

**More**

**information:**

The RAP is available online at <https://www.gc2018.com/rap>

## SEWB Action 06

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Scope and commence research into the impact of stigma and discrimination related to problematic alcohol and other drug use on Aboriginal and Torres Strait Islander communities, families and individuals. The project will be developed in consultation with key Aboriginal and Torres Strait Islander non-government organisations and relevant government agencies. The project will recognise that a larger proportion of Aboriginal and Torres Strait Islander people do not drink alcohol. It will consider not only the impact of stigma and discrimination on people who are experiencing problematic alcohol and other drug use but also the negative stereotypes that effect the social and emotional wellbeing of all Aboriginal and Torres Strait Islander people.

### Implementation:

- This project will consider the impact of stigma and discrimination on people who are experiencing problematic alcohol and other drug use, and also the negative stereotypes that affect the social and emotional wellbeing of all Aboriginal and Torres Strait Islander people.
- In June 2017 the Queensland Mental Health Commission commenced a process to engage a consultant to undertake the research.

### Next steps:

- A Steering Group made up of key Aboriginal and Torres Strait Islander non-government organisations and relevant government agencies will inform the development of the project.
- It is expected that a consultant will be appointed by November 2017.



## SEWB Action 07

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<b>Agency:</b>	Department of Environment and Heritage Protection
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Implement the Queensland Indigenous Land and Sea Ranger program. The Queensland Indigenous Land and Sea Ranger program cares for land and sea and Country and increases Aboriginal and Torres Strait Islander participation in environmental management. Indigenous land and sea rangers are currently contracted to 14 regional communities throughout Queensland. Land and sea rangers are employed through local Indigenous host organisations, with funding by the Queensland Government.

**Implementation:**

Throughout 2016-17, the Department of Environment and Heritage Protection continued to administer the Queensland Indigenous Land and Sea Ranger program, which cares for land and sea country and increases the participation of Indigenous people in environmental management. Indigenous land and sea rangers are currently contracted to 17 regional communities throughout Queensland. Social and cultural outcomes include:

- Improved self-esteem for Indigenous rangers.
- Educating and inspiring future generations through the Junior Ranger program.
- Widespread community support for ranger groups.
- Increased Indigenous access to traditional lands.
- Protection of cultural assets by managing threats, including through fencing of wetlands and culturally sensitive areas.
- Increased Indigenous knowledge transfer.

**Next steps:**

The Queensland Indigenous Land and Sea Ranger program will continue in 2017-18.

**More information:**

Please refer to the following link for further information and resources

<https://www.qld.gov.au/environment/plants-animals/community/about-rangers/>.

## SEWB Action 08

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Establish Murri Courts in 13 locations across Queensland. Murri Courts provide an opportunity for members of the Aboriginal and Torres Strait Islander community (including Elders and victims) to participate in a court process which requires defendants to take responsibility for their offending behaviour but which also respects and acknowledges Aboriginal and Torres Strait Islander culture.

**Implementation:**

As at 30 June 2017, Murri Court operates in 14 locations across Queensland. Maroochydore joins Brisbane, Caboolture, Cairns, Cherbourg, Cleveland, Mackay, Mount Isa, Richlands, Rockhampton, St. George, Toowoomba, Townsville and Wynnum as the fourteenth Murri Court.

**Next steps:**

Continued community engagement will occur to enhance operation of Murri Court including streamlining processes and procedures.

**More****information:**

Murri Court: [www.courts.qld.gov.au/Murricourt](http://www.courts.qld.gov.au/Murricourt)

## SEWB Action 09

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Support the Cultural Social and Emotional Wellbeing Pilot in Kuranda and Cherbourg. The pilot is an initiative under the National Empowerment Project. It seeks to strengthen cultural, social and emotional wellbeing, to increase resilience, and reduce psychological and community distress and high rates of suicide in Aboriginal and Torres Strait Islander communities. The Commission provides funding of \$367,000 to Ngoonbi Community Services Indigenous Corporation. The pilot provides Mental Health First Aid and Cultural Social and Emotional Wellbeing programs to empower community members with the knowledge and tools to assess, prevent and respond to mental health issues.

### Implementation:

- In 2016-17 the Queensland Mental Health Commission provided funding to Ngoonbi Community Services Indigenous Corporation to implement the Cultural and Social Emotional Wellbeing pilot under the NEP initiative, working with Aboriginal and Torres Strait Islander peoples in Kuranda and Cherbourg.
- Through the program, NEP consultants and community members completed the Certificate IV Mental Health (Non-clinical) training, Mental Health First Aid, and Cultural Social and Emotional Wellbeing programs in Kuranda and Cherbourg. Community garden projects have also commenced in both communities.
- These programs have empowered community members and provided them with support to improve their personal social and emotional wellbeing, as well as act as role models and supporters for others in their community.

### Next steps:

- In 2017-18 the Queensland Mental Health Commission plans to engage a consultant to evaluate the achievements of the program.

## SEWB Action 10

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Continue to support the Youth Justice First Nations Action Board. The cultural diversity and distinct cultural views of Aboriginal and Torres Strait Islander people should not be ignored and for this reason the Youth Justice First Nations Action Board (YJFNAB) was developed. This group is made up of Aboriginal and/or Torres Strait Islander staff members that are considered strong advocates and leaders for Aboriginal and Torres Strait Islander issues in their local areas. The YJFNAB has been established to guide the organisation's priority focus on reducing over representation in the youth justice system and to ensure that youth justice policy, programs and interventions are designed and delivered appropriately for Aboriginal and Torres Strait Islander young people, their families and communities. The YJFNAB will ensure there is a cultural lens embedded in the way Youth Justice does its business to enhance a stronger workforce to address the over- representation of Aboriginal and Torres Strait Islander young people in the justice system.

### Implementation:

The Youth Justice First Nations Action Board (YJFNAB) continues to be supported and is functioning well statewide. Within each region and detention centre YJFNAB Sub-groups have been formed. These groups allow all Aboriginal and Torres Strait Islander youth justice staff to come together and develop local strategies for the young people and communities they work in.

The YJFNAB has been invited to many symposiums and conferences to share the group's journey, achievements and learnings, and currently has representatives sitting on the executive, regional and Board of Management meetings, providing cultural advice and guidance to senior executive staff. The YJFNAB has also been instrumental in ensuring that all state-wide training packages have cultural responses built in. And one of the most recent achievements for the group has been the development of the first Youth Justice Aboriginal and Torres Strait Islander Cultural Unit within Qld Youth Justice central office.

### Next steps:

Youth Justice will continue to maintain and support the First Nations Action Board.

## SEWB Action 11

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Embed Aboriginal and Torres Strait Islander perspectives into Restorative Justice practice. Key Queensland communities will be engaged to raise the perspectives of Aboriginal and Torres Strait Islander young people, families and communities about how Youth Justice might increase Aboriginal and Torres Strait Islander participation in diversionary justice processes. This work is in response to the proposed Restorative Justice Reform and aimed at maximising the impact of the new reform to address the over-representation of this cohort within the Youth Justice system. Through the development of specific client-led responses the project proposes to make justice responses more culturally attuned and supportive of raising Aboriginal and Torres Strait Islander communities' ownership of responses to young people's offending behaviour. Such a response is in line with the intended outcomes of the restorative justice project plan and upholds the Youth Justice First Nations Action Board's key priority of embedding First Nations People's perspectives in restorative justice reform.

**Implementation:**

Youth Justice is exploring the option of piloting family-led decision making through restorative justice processes in potentially two sites. These locations are yet to be identified at this stage. The decision will be based on data and need.

**Next steps:**

Youth Justice will look to roll out a family-led decision making trial in the second quarter of 2017-18.

## SEWB Action 12

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<b>Agency:</b>	Department of National Parks Sport and Racing
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Support an Aboriginal and Torres Strait Islander connecting to Country Policy and Procedure. This program has been developed to assist Aboriginal and Torres Strait Islander employees to establish, re-establish and/or deepen their connection with their culture, traditional country and community. It is intended that Connecting to Country experience will assist Aboriginal and Torres Strait Islander employees to: gain new/additional cultural knowledge and/or traditional skills; contribute or gain exposure to relevant departmental business which impacts on their community or traditional country; participate in local cultural events, traditional customs and protocols; reconnect with, engage and learn from Traditional Owners, Elders and community members, and contribute or impart personal knowledge where appropriate.

**Implementation:**

Throughout 2016-17 the Department National Parks, Sport and Racing (NPSR) employees have been involved in developing procedure to assist Aboriginal and Torres Strait Islander employees to establish, re-establish and/or deepen their connection with their culture, traditional country and community. Specifically, NPSR have developed a new policy on cultural leave. An employee who is required by Aboriginal tradition or Island custom to attend an Aboriginal or Torres Strait Islander ceremony may access cultural leave each year.

**Next steps:**

NPSR will use two departmental reference groups to seek feedback on the implementation of connection to country policy and procedures:

- The State-wide Indigenous staff network
- The Aboriginal and Torres Strait Islander diversity and inclusion group

NPSR will also consider if specific actions are to be included in future versions of the NPSR Cultural Capability Action Plan that relate to the Connection to Country policy or Social and Emotional Wellbeing in general.

**More****information:**

<http://www.npsr.qld.gov.au/policies/>

## SEWB Action 13

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Engage with Aboriginal and Torres Strait Islander women as part of the Queensland Women's Strategy 2016–2021. Engagement with Aboriginal and Torres Strait Islander women to further the aims and objectives of the Queensland Women's Strategy to ensure there are actions in the Community Implementation Plan that will increase their economic and social participation including in leadership roles, and that will improve their safety and health and wellbeing.

**Implementation:**

The *Queensland Women's Strategy* (QWS) was released in March 2016 and sets out a vision that the Queensland community respects women, embraces gender equality and promotes and protects the rights, interests and wellbeing of all women and girls. The QWS identifies Aboriginal and Torres Strait Islander women and girls as one of the cohorts of women that can experience multiple levels of disadvantage and are more vulnerable to poverty. The online Community Implementation Plan (CIP) was released in December 2016 and includes initiatives that are delivered across Queensland by government, community and business sectors to tackle gender inequality. Agencies and organisations representing Aboriginal and Torres Strait Islander women were engaged in the development of the QWS and CIP. To date the CIP has over 170 initiatives, with 13 directly aimed at supporting Aboriginal and Torres Strait Islander women and girls. The Queensland Government will continue to release annual report cards to monitor the status of women, including Aboriginal and Torres Strait Islander women and girls, using data from the Australian Bureau of Statistics.

**Next steps:**

The CIP will be updated annually (until 2021) with new initiatives delivered by government, community and business sectors aimed at increasing gender equality in Queensland, including for Aboriginal and Torres Strait Islander women and girls.

**More****information:**

The QWS and CIP can be accessed by visiting [www.communities.qld.gov.au/gateway/womens-strategy](http://www.communities.qld.gov.au/gateway/womens-strategy).

## SEWB Action 14

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Inclusive Communities
<b>Action:</b>	Engage with Aboriginal and Torres Strait Islander Queenslanders and organisations as part of the Women in Boards: Toward Gender Parity Initiative. A talent pool of potential leaders for board membership will be developed. The engagement of stakeholders will include Aboriginal and Torres Strait Islander individuals and organisations.

### Implementation:

- In June 2016 the Toward Gender Parity: Women on Boards Initiative commenced, to support the advancement of women into leadership roles, and contribute to achieving the Queensland Government's gender diversity targets:
  - 50 per cent of all new board appointees to Queensland Government bodies to be women; and
  - 50 per cent representation of women on Queensland Government bodies by 2020.
- The Queensland Government engaged Deloitte to develop a range of resources that provide practical support to government, business and community sectors to take action, break down barriers and drive inclusion and cultural change.
- Resources were developed to support women to become board-ready including Aboriginal and Torres Strait Islander Queenslanders and organisations.
- Meetings were held with the Queensland Aboriginal and Islander Health Council (QAIHC) to identify links to Aboriginal and Torres Strait Islander women seeking opportunities on government boards.
- The Department of Communities, Child Safety and Disability Services (DCCSDS) also supported Oxfam Australia's Women. Inspire. Change Torres Strait Women's Summit (28-29 June 2017) which worked with women to increase their participation in decision making, access to positions of power and influence at local and national levels.

### Next steps:

- The suite of resources developed in 2016-17 was made available on the Queensland Government's Women on Boards website on 5 July 2017.
- Deloitte will hold a series of workshops for government, community and not for profit organisations to assist recruiters and board representatives to take action for increasing women's representation on boards.
- DCCSDS will continue to work with Oxfam in supporting Queensland Aboriginal and Torres Strait Islander women's participation in the Straight Talk events planned in 2018.
- DCCSDS will work with Department of Aboriginal and Torres Strait Islander Partnerships to provide input to a strategy to increase representation of Aboriginal and Torres Strait Islanders on Queensland Government Boards.

### More information:

Resources and information is available for women on boards at: [www.qld.gov.au/womenonboards](http://www.qld.gov.au/womenonboards)



## SEWB Action 15

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<b>Agency:</b>	Department of Aboriginal and Torres Strait Islander Partnerships
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Support Aboriginal peoples and Torres Strait Islanders to reconnect with their families and map their histories by providing research and reports. The displacement of Aboriginal peoples and Torres Strait Islanders from traditional lands and the removal of children from families have resulted in many losing knowledge and connections. DATSIP provides detailed research reports and records to individuals, families and to Link-Up clients who are or who are related to, members of the Stolen Generations.

**Implementation:**

The Community and Personal Histories team finalised 737 family history requests during 2016–17. These requests included 52 proof of Aboriginality requests and 53 Link-Up requests which were undertaken by Link-Up research staff who undertake research at Community and Personal Histories to assist Link-Up clients to reunite with their families.

**Next steps:**

This activity is ongoing.

**More****information:**

For further information, please contact the Community and Personal Histories team on 1800 650 230 or via [enquiries@atsip.qld.gov.au](mailto:enquiries@atsip.qld.gov.au).

## SEWB Action 16

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Invest in Aboriginal and Torres Strait Islander Family Wellbeing Services across Queensland to offer vulnerable Aboriginal and Torres Strait Islander families a coordinated mix of services to address multiple levels of need and build family and community capacity to safely care for and protect their children. Funds of \$150 million over five years are available to support the implementation of these services.

### Implementation:

- As of June 2017, 14 of 22 Family Wellbeing Services commenced operations across the State.
- Family Wellbeing Services are located in all seven Department of Communities, Child Safety and Disability Services' (DCCSDS) regions across the State.
- Family Wellbeing Services are required to work with families across the universal, secondary and tertiary spectrum to divert Aboriginal and Torres Strait Islander children from the child protection system. The program aligns with the Council of Australian Governments' (COAG) National Indigenous Reform Agreement and is part of the implementation of Recommendation 11.6 (incorporating Recommendation 11.1) of the Queensland Child Protection Commission of Inquiry Report.
- Additional funding of \$1.1 million per annum has been allocated to employ Early Childhood Development Coordinators within the Family Wellbeing Services as an additional early intervention and prevention component to the Family Wellbeing Services' suite of supports.
- The Aboriginal and Torres Strait Islander Family Wellbeing Program forms part of a broader suite of reforms aimed at reducing the over-representation of Aboriginal and Torres Strait Islander children and families in the child protection system.
- Representative from each service and region are a part of a Strategic Implementation Group to discuss how to best support the implementation of the program across the State.

### Next steps:

- The Aboriginal and Torres Strait Islander Child and Family Design and Commissioning Team, DCCSDS continues to work closely with peaks and services to ensure the implementation of the Family Wellbeing program is effective.
- Funding processes regarding the Ipswich/Lockyer, Cape and Torres Strait will be finalised before the end of 2017.

### More information:

QATSICPP Practice Standards Framework

[http://www.qatsicpp.com.au/images/QATSICPP\\_Practice\\_Standards.pdf](http://www.qatsicpp.com.au/images/QATSICPP_Practice_Standards.pdf) Our Way and Changing

Tracks <https://www.communities.qld.gov.au/resources/campaign/supporting-families/our-way.pdf>

## SEWB Action 17

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Implement Trauma-Informed Practice (TIP) across youth justice policy, programs and all service delivery. TIP is a strengths-based framework that understands and responds to trauma and aims to support survivors of trauma to rebuild a sense of control and empowerment in their lives. A significant emphasis will be placed on how trauma impacts the over-representation of Aboriginal and Torres Strait Islander young people in the youth justice system.

**Implementation:**

Youth Justice has

- trained 900 staff state-wide in trauma-informed practice to date
- continued to develop policies and procedures that support trauma-informed practice
- introduced speech and language interventions in youth detention to support a therapeutic approach to education, program delivery and behaviour management
- commenced a trial of ERIC (emotional regulation and impulse control) in five locations throughout the state (Brisbane Youth Detention Centre, Cleveland Youth Detention Centre, Mackay, Cherbourg and Gold Coast). The program involves activities designed to improve young people's ability to regulate their emotions and control their impulses. ERIC has been identified as a trauma-informed way of working with young people with complex needs.

**Next steps:**

Trauma-informed practice will be integrated into the Youth Justice Practice Framework, to be rolled out in 2017-2018. Further, trauma-informed principles will be integrated into training, policies, procedure, practice and resources on an ongoing basis.

## SEWB Action 18

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	<p>Develop a Queensland action plan for vulnerable Aboriginal and Torres Strait Islander children and families. In Towards a Queensland action plan for vulnerable Aboriginal and Torres Strait Islander children and families, released in May 2016, the Queensland Government committed to developing an action plan that will drive a fundamental shift in how child protection, family support and other services work with, and for, Queensland's Aboriginal and Torres Strait Islander peoples experiencing vulnerability. The action plan will contribute to reducing the over-representation of children and families in the child protection system; contribute to reducing child and youth sexual abuse and contribute to closing the gap on life outcomes. Work to develop the action plan has commenced and involves a collaborative approach involving Elders, relevant government agencies and community leaders, Aboriginal and Torres Strait Islander organisations and mainstream non-government service provider members of the Queensland Family Matters group facilitated by the Queensland Aboriginal and Torres Strait Islander Child Protection Peak. The action plan will build on existing initiatives, including the broader actions of the Aboriginal and Torres Strait Islander Social and Emotional Wellbeing Action Plan as well as including new, practical actions. The Queensland Government is the first State committed to partnering with Family Matters, and is working with the Queensland Family Matters Working Group to develop and then plan for implementation of the action plan for Aboriginal and Torres Strait Islander children and families experiencing vulnerability. Family Matters is a national campaign driven by Aboriginal and Torres Strait Islander people and service providers to work strategically across all levels of government and the sector to eliminate the over-representation of Aboriginal and Torres Strait Islander children in out of home care.</p>

### Implementation:

In May 2017 the Queensland Government and *Family Matters* released *Our way: A Generational Strategy for Aboriginal and Torres Strait Islander Children and Families 2017-37* (strategy) and *Changing Tracks: an Action Plan for Aboriginal and Torres Strait Islander Children and Families 2017-19* (action plan). A range of innovative responses will be developed and delivered to address the disproportionate number of Aboriginal and Torres Strait Islander families in the child protection system, enabling Aboriginal and Torres Strait Islander children to grow up safe and cared for in family, community and culture. The strategy outlines a partnership approach, across 20 years, to work differently together to improve life opportunities for our state's vulnerable Aboriginal and Torres Strait Islander children and families. Self-determination is a key principle underpinning the strategy. A Queensland First Children and Families Board (comprising representatives from the Queensland Government, Family Matters Queensland and the broader Aboriginal and Torres Strait Islander community) will be established to guide the implementation of the strategy and inform the evaluation of its impact and effectiveness. The action plan contains 35 actions to be implemented between 2017 and 2019 establishing new programs and services.

**Next steps:**

The action plan is the first of seven action plans to support the implementation of the strategy and will continue delivering the initiatives until 2019. From 2020, a second action plan will be released.

**More****information:**

Information on the strategy and first of seven action plans can be found at the following link  
<https://www.communities.qld.gov.au/resources/campaign/supporting-families/our-way.pdf>

## SEWB Action 19

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Implement the Strengthening Families Protecting Children Framework for Practice. The framework for practice reinforces the values of family and child connection, participation, partnership, cultural integrity, strengths and solutions, fairness, and curiosity and learning. Seven Aboriginal and Torres Strait Islander Practice Leaders (ATSIPL) with one leader representing a region and an Identified Quality Practice Officer assist the framework for practice implementation and ensure a continuous quality improvement approach to practice with Aboriginal and Torres Strait Islander children and families. Two Practice Leader positions are also funded in the peak organisation, Queensland Aboriginal and Torres Strait Islander Child Protection Peak Ltd (Department of Communities, Child Safety and Disability Services).

**Implementation:**

The Aboriginal and Torres Strait Islander Practice leaders were recruited in late 2014 and early 2015 and have all been in place since early to mid 2015. These positions were a recommendation from the Queensland Child Protection Commission of Inquiry. All are part of the broader Practice Leaders network, which includes the Queensland Aboriginal and Torres Strait Islander Child Protection Peak, and work to implement and embed the Framework for Practice through activities such as training, coaching of staff, case review processes, practice support, audits of cultural support plans and engagement with stakeholders and partners.

**Next steps:**

Action is completed.

## SEWB Action 20

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Invest in Family and Child Connect Intensive Family Support Services. The services aim to ensure that families experiencing challenges can access appropriate supports in a timely manner to enable them to care safely for their children and protect them from harm. Family and Child Connect services are being established state-wide across 20 catchments to assist families to engage with the services they need to safely care for their children at home. Intensive Family Support services are also being established state-wide to expand the range of options for families with multiple and complex needs requiring intensive support for an extended period. These services are funded to operate as part of a network of local agencies, including drug and alcohol services, to ensure that families receive holistic responses to their various needs.

### Implementation:

The Queensland Government has continued to enhance family support services across the state helping vulnerable and at risk children and families to access timely support before issues escalate. Families or anyone concerned about a child or family can call 13FAMILY from anywhere across the state for information, advice and referral to support services. Through investment of over \$14.2 million per annum, 17 Family and Child Connect services cover 20 catchments where families can be connected with the services they need. For families facing multiple and complex challenges, 33 Intensive Family Support services operate across the state at a total cost of \$38.555 million per annum (\$26,799,303) (2016-17) and a further allocation of over \$13.35 million per annum will provide 21 new Intensive, Secondary and Targeted family support services to commence before the end of 2017. To increase capacity in areas of high demand the government is also enhancing services provided by a number of existing providers. Through these high levels of investment Queensland families have better access than ever before to services that can support them to build their capacity to safely care for and nurture their children.

### Next steps:

Establishment of 13 new Intensive Family Support services to commence on 1 October 2017 is the final stage of the rollout of Queensland's intensive family support services.

### More

#### information:

Information on Family and Child Connect services and on how to refer a family to Family and Child Connect and other family support services, is available at the website:

<http://familychildconnect.org.au/> (for families) and

<http://familychildconnect.org.au/professionals/> (for professionals).

## SEWB Action 21

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Implement the Aboriginal and Torres Strait Islander Service Reform Project focused on early intervention and prevention for children and families in discrete Aboriginal and Torres Strait Islander communities. The Department of Communities, Child Safety and Disability Services is investing \$2.8 million annually in models that support early intervention and prevention for children and families in discrete Aboriginal and Torres Strait Islander communities, to support and strengthen families, and reduce the risk of involvement in the statutory child safety system. Key focus areas of the project include coordinated service provision, improving access to universal and secondary services, improving referral pathways and information exchange, and supporting local people for employment in new initiatives. The project aims to fund models that enable effective partnerships with Aboriginal and Torres Strait Islander communities to implement, review and adapt initiatives to meet the needs of the community. This is part of a suite of responses to the recommendations of the Queensland Child Protection Commission of Inquiry.

### Implementation:

Implementation has commenced with the development and trialling of service responses in two discrete communities to provide Aboriginal and Torres Strait Islander children and families with the right services at the right time. An implementation and early outcomes evaluation has commenced that will inform future community partnerships and a Measurement, Evaluation, Reporting and Improvement (MERI) framework. The themes and detailed findings from the Aboriginal and Torres Strait Islander Service Reform Project have been utilised to inform the Our Way generational strategy for Aboriginal and Torres Strait Islander children and families and the Changing Tracks action plan for Aboriginal and Torres Strait Islander Children and families (2017-2019) released in May 2017. The project has received Government approval for the Aboriginal and Torres Strait Islander Service Reform Project to move into the final stage of implementation that will involve forming new community partnerships with discrete Aboriginal and Torres Strait Islander communities to test different approaches to service delivery.

### Next steps:

A three staged approach will test different methods of service reform to inform future investment. Stage 1 will focus on finding ways to engage meaningfully with communities and better understand their needs and aspirations Stage 2 will involve working with communities to implement the principles and essential elements of a service system that delivers culturally responsive outcomes. Stage 3 will involve working in close partnership with an identified community to implement and embed an end-to-end service response that delivers an effective and interconnected system of universal, secondary and tertiary services with an orientation focused on (early-stage) family strengthening and supports for Aboriginal and Torres Strait Islander children and families in the community.



## SEWB Action 22

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**Agency:** Queensland Health

**Action Status:** Action ongoing

**Priority area:** Thriving and connected families

**Action:** Support families through partnerships with the primary health care sector through funding of multi-disciplinary care teams in community controlled organisations to conduct Medical Benefits Scheme health checks which include assessments to identify mental illness and suicide risk. Queensland Health is investing \$3.3 million over two years from July 2016 in the Birthing in Our Communities program. The Birthing in Our Communities program is a partnership between the Institute for Urban Indigenous Health, the Mater Mothers and the Aboriginal and Islander Community Health Service Brisbane to provide a culturally safe birthing service for Aboriginal and Torres Strait Islander pregnant women or the pregnant partners of Aboriginal and Torres Strait Islander men in South-East Queensland, with a particular emphasis on vulnerable women.

**Implementation:**

Provision of funding to a range of government and non-government organisations to deliver multidisciplinary chronic disease healthcare services; and to the Institute for Urban Indigenous Health to establish and operate the Birthing in Our Communities Hub in Brisbane's South, opened in October 2016.

**Next steps:**

Effort to improve health outcomes for Aboriginal and Torres Strait Islander Queenslanders under the Making Tracks Investment Strategy 2015-2018 will continue in 2017-2018.

## SEWB Action 23

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<b>Agency:</b>	Department of Aboriginal and Torres Strait Islander Partnerships
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Support children and young people who leave care to know their families and obtain proof of Indigeneity. In conjunction with the Department of Communities, Child Safety and Disability Services and non-government organisations trace the family histories of Aboriginal and Torres Strait Islander children in care to ensure that when they leave care they know their extended family history and are able to obtain proof of Indigeneity.

**Implementation:**

The Community and Personal Histories team finalised 11 Child Safety related requests during 2016–17.

**Next steps:**

This activity is ongoing.

**More****information:**

For further information, please contact the Community and Personal Histories team on 1800 650 230 or via [enquiries@atsip.qld.gov.au](mailto:enquiries@atsip.qld.gov.au).

## SEWB Action 24

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Invest in models that support early intervention and prevention for children and families in discrete Aboriginal and Torres Strait Islander communities, to support and strengthen families, and reduce the risk of involvement in the statutory child safety system through the Aboriginal and Torres Strait Islander Service Reform Project. Key focus areas of the project include coordinated service provision, improving access to universal and secondary services, improving referral pathways and information exchange, and supporting local people for employment in new initiatives. The project aims to fund models that enable effective partnerships with Aboriginal and Torres Strait Islander communities to implement, review and adapt initiatives to meet the needs of the community. The contribution by the Department of Communities, Child Safety and Disability Services is \$2.8 million annually as part of a suite of responses to the recommendations of the Queensland Child Protection Commission of Inquiry.

### Implementation:

Implementation has commenced with the development and trialling of service responses in two discrete communities to provide Aboriginal and Torres Strait Islander children and families with the right services at the right time. An implementation and early outcomes evaluation has commenced that will inform future community partnerships and a Measurement, Evaluation, Reporting and Improvement (MERI) framework. The themes and detailed findings from the Aboriginal and Torres Strait Islander Service Reform Project have been utilised to inform the *Our Way: A generational strategy for Aboriginal and Torres Strait Islander children and families* and the *Changing Tracks action plan for Aboriginal and Torres Strait Islander Children and families (2017-2019)*. The project has received Government approval for the Aboriginal and Torres Strait Islander Service Reform Project to move into the final stage of implementation that will involve forming new community partnerships with discrete Aboriginal and Torres Strait Islander communities to test different approaches to service delivery.

### Next steps:

A three staged approach will test different methods of service reform to inform future investment. Stage 1 will focus on finding ways to engage meaningfully with communities and better understand their needs and aspirations. Stage 2 will involve working with communities to implement the principles and essential elements of a service system that delivers culturally responsive outcomes. Stage 3 will involve working in close partnership with an identified community to implement and embed an end-to-end service response that delivers an effective and interconnected system of universal, secondary and tertiary services with an orientation focused on (early-stage) family strengthening and supports for Aboriginal and Torres Strait Islander children and families in the community.

## SEWB Action 25

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<b>Agency:</b>	Department of Housing and Public Works
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Maintain supportive tenancy management practices and guidelines that acknowledge Aboriginal and Torres Strait Islander family connections with place, recognise the cost of living in remote locations and understand the cultural importance and obligations of kinship structures. Tenancy teams will work closely with mental health workers and support agencies, including Wellbeing Centres, to overcome difficulties in order to sustain tenancies or to facilitate submission of housing applications.

### Implementation:

- Tenancy management practices in remote communities have been developed to respect the cultural traditions and values of the community.
- The department has modified its service delivery to proactively identify and support at risk tenancies of Aboriginal and Torres Strait Islander clients.
- An Aboriginal and Torres Strait Islander Support and Practice team which includes staff who identify as Indigenous, works alongside the tenant, staff and other stakeholders to mobilise culturally appropriate supports to sustain tenancies.
- In partnership with Queensland Health's Way Forward team, the department has implemented an Indigenous approach to wellbeing, which is a culturally informed and strengths-based approach to improve mental health and addiction outcomes.
- Referral pathways facilitate access to culturally appropriate supports to manage mental-health and wellbeing concerns which impact on tenancies.
- Coordinated network and knowledge sharing has raised awareness of cultural supports and services for service delivery staff.
- Through a partnership with Burringilly Aboriginal Corporation, local elders-in-residence provided support to 344 Aboriginal and Torres Strait Islander clients and tenants at Logan Housing Service Centre, and assisted staff to improve their cultural engagement.

### Next steps:

The above activities will be continued during 2017-18.

## SEWB Action 26

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<b>Agency:</b>	Department of Housing and Public Works
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Deliver the Employment Related Accommodation Program (ERAP) to assist eligible Aboriginal and Torres Strait Islander people re-locate from remote communities to take up employment, education or training opportunities in regional centres. Participants are offered housing for the length of their employment, education or training course. The program removes barriers to accessing affordable housing enabling people and their families to improve their economic circumstances through long-term, sustainable employment, education and training, thus having a positive contribution to the families' wellbeing.

### Implementation:

(The Employment Related Accommodation Program (ERAP) has undergone a name change to the Employment and Education Housing (EEH) PProgram).

- NRL Cowboys House is a joint initiative of the Queensland and Australian Governments, the North Queensland Cowboys and the National Rugby League (NRL).
- The NRL Cowboys House model goes beyond standard educational facilities to address the future needs of Aboriginal and Torres Strait Islander young people. It supports school leavers to participate in the economy through life skills development and links to post schooling options, including further education, training and employment.
- Construction of NRL Cowboys House achieved completion on 7 December 2016, including an all-weather ball court supported by Department of National Parks, Sport and Racing.
- The first 25 students arrived on 16 January 2017 from communities in the Gulf and Eastern Cape.
- Full capacity of 50 students is targeted for 2018.
- A Declared Indigenous Project, NRL Cowboys House provided 17 Aboriginal and Torres Strait Islander workers with jobs for a total of 4,941 hours during the design and construction phases.
- AFL Cape York House in Cairns has continued success with its 48 bed facility.
- A further 34 dwellings provided homes to families and students in 2016-17 to take up education, employment and training opportunities in Cairns (10), Townsville (13), Gladstone (7), Rockhampton (2) and Toowoomba (2).

### Next steps:

- The department will continue to support Education Employment and Housing participants from rural and remote Indigenous communities through ongoing management of AFL Cape York House in Cairns; NRL Cowboys House in Townsville; and 34 dwellings ranging from two-bedroom duplexes to four-bedroom houses located in Cairns, Townsville, Gladstone, Rockhampton and Toowoomba.

## SEWB Action 27

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<b>Agency:</b>	Department of Housing and Public Works
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Gather insights of current housing demand and future housing goals or aspirations of Aboriginal and Torres Strait Islander NDIS participants, particularly in rural and remote areas. Having access to affordable and appropriate housing positively influences the social and emotional wellbeing of Indigenous peoples. The Department of Housing and Public Works (DHPW) will improve data on housing demand that reflects the actual housing preferences of Aboriginal peoples and Torres Strait Islanders, particularly in rural and remote areas. DHPW will undertake this by working closely with the National Disability Insurance Agency to collect relevant information as the NDIS is progressively rolled out across Queensland. This will ensure that Aboriginal and Torres Strait Islander peoples who are NDIS participants have access to affordable and accessible housing, which is based on their preferences and what they are likely to choose.

### Implementation:

- Enabling Aboriginal and Torres Strait Islander peoples to access the NDIS is a significant issue.
- DHPW and the Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) are working to increase Aboriginal and Torres Strait Islander participation in the NDIS, such as approaching the National Disability Insurance Agency (NDIA) requesting they investigate and implement options for engaging with local organisations. This action is ongoing.
- The new *Queensland Housing Strategy 2017-2027* has an increased focus on improving housing outcomes for Aboriginal and Torres Strait Islander peoples. The *Queensland Housing Strategy Action Plan 2017-2020* commits Government to the development of an Aboriginal and Torres Strait Islander Housing Action Plan, which will work to improve housing outcomes across urban, regional and remote communities. The *Queensland Housing Strategy 2017-2020* action plan also commits Government to investigate and establish a new Aboriginal and Torres Strait Islander housing body that will work with Indigenous Community Housing Organisations and Aboriginal and Torres Strait Islander Councils to strengthen engagement with local communities across Queensland.

### Next steps:

- DHPW will work with the NDIA to obtain data on the housing needs and preferences of Aboriginal and Torres Strait Islander peoples with disability. Data-sharing arrangements to be ongoing through the NDIS transition phase.

## SEWB Action 28

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Provide funding to support specialist domestic and family violence support services in rural and remote Queensland. Domestic and family violence negatively impacts the mental health of victims and their children and often leads to increased isolation from family and support networks. In 2016, funding was provided for new specialist domestic and family violence support services in the Tablelands, Longreach, Emerald and Kingaroy. In 2016–17 and 2017–18, the department will provide funding for more rural and remote communities to provide specialist services.

**Implementation:**

In the 2016-17 and 2017-18 State Budgets, funding was provided for new specialist domestic and family violence support services, including in rural and remote communities. This new investment commenced roll out in 2016 and will continue into 2017-18. This includes specific services to address domestic and family violence in Aboriginal and Torres Strait Islanders communities.

**Next steps:**

- Further analysis of regional need in relation to location and nature of new services
- Design and implementation of procurement processes.
- Progressive implementation of new domestic and family violence support services.

## SEWB Action 29

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Establish a new integrated response to domestic and family violence in Mount Isa in 2016–17, centred on a multi-agency High Risk Team. This team provides a forum for appropriate information sharing across government and non-government agencies to ensure risk assessments are comprehensive, inform safety planning and risk management and facilitate swift and flexible action across agencies to support safety needs. Later a trial will be conducted in a discrete Indigenous community, providing opportunity to develop and test culturally appropriate models.

### Implementation:

- The Department of Communities, Child Safety and Disability Services (DCCSDS) contracted Save the Children to provide an integrated suite of services in Mount Isa, including the Family and Child Connect, the Intensive Family Support and the Specialist Domestic and Family Violence Lead Coordinator of the Integrated Response Trial and High Risk Team (HRT).
- Save the Children commenced operations in March 2017 and is in the establishment phase, with recruitment to the HRT Coordinator underway.
- Queensland Government agencies have recruited to most HRT positions and continue to recruit to any vacancies that arise.
- Information sharing guidelines to support domestic and family violence legislative amendments were developed, and HRT members have received initial training in the guidelines.
- The Domestic and Family Violence Common Risk and Safety Framework (including common risk assessment tools and the HRT model) was developed based on evidence and best practice (through co-design processes involving key stakeholders).
- The Queensland Centre for Domestic and Family Violence Research commenced its Stage 1 Evaluation of the trial.
- In addition, an integrated service response to domestic and family violence has also been established in Cherbourg, the discrete Aboriginal and Torres Strait Islander community trial location, with a local integration manager appointed.

### Next steps:

- A Community Advisory Group, comprising Elders and Cherbourg residents, a Multi-Agency Governance Group, local service providers, and Cherbourg's Community of Practice all contributed to the ongoing development of Cherbourg's integrated response model.
- In March 2017, funds for service system integration and the High Risk Team Coordinator (non-government position) were allocated to South Burnett CTC, and the Coordinator was appointed.
- In April 2017, Queensland Government agencies appointed staff to all High Risk Team positions in Cherbourg.
- This action is now completed.



**More**

**information:**

<https://www.communities.qld.gov.au/gateway/end-domestic-family-violence>

## SEWB Action 30

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Develop the Queensland Violence Against Women Prevention Plan which will acknowledge the needs of Aboriginal and Torres Strait Islander women. The Queensland Violence Against Women Prevention Plan will outline the government's approach to tackling all forms of violence against women. The Plan will address domestic, family and sexual violence and acknowledge that violence is disproportionately experienced by Aboriginal and Torres Strait Islander women.

**Implementation:**

The *Queensland Violence against Women Prevention Plan 2016-22* (VAWPP) was released in October 2016. The VAWPP complements the *Domestic and Family Violence Prevention Strategy 2016-26* which focuses on domestic and family violence as the leading form of violence against women. The VAWPP covers all other forms of violence against women and acknowledges that gendered violence intersects with other forms of disadvantage or discrimination, manifesting in higher rates of violence against Aboriginal and Torres Strait Islander women.

**Next steps:**

This action is completed.

**More****information:**

[www.communities.qld.gov.au/communityservices/women/queensland-violence-against-women-prevention-plan-2016-22](http://www.communities.qld.gov.au/communityservices/women/queensland-violence-against-women-prevention-plan-2016-22).

## SEWB Action 31

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Host a Women's Gathering and Domestic Violence Conference in the Torres Strait. The Conference will be developed as an interagency collaboration and will seek to address the major issues affecting Torres Strait Islander women.

**Implementation:**

On 16-17 May 2017, the Office for Women and Domestic Violence Reform supported the Umi One, Mepla Way against Domestic and Family Violence conference in the Torres Strait. The conference was organised by the Social Justice Interagency Services Group and brought together local champions from across the Torres Strait with service providers, researchers and government representatives to discuss ways to end domestic and family violence in the region.

**Next steps:**

This action is completed.

## SEWB Action 32

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Support access to financial counselling and support. Provide financial counselling, continued emergency relief, further financial literacy, and Good Money shops as an alternative to pay day lenders to vulnerable Queenslanders.

**Implementation:**

The Financial Literacy and Resilience program commenced in March 2017. The initiative assists Queenslanders to enhance their financial literacy, access affordable financial products and address the individual factors that are contributing to their financial difficulties. Funding of financial resilience workers and financial counsellors is to provide financial literacy education, advocacy and case management. They will also assist clients to access a wide range of supports and services, including No Interest Loans (NILS), utility subsidies, Gambling Help services, and community legal centres. Services will have an early intervention focus, assisting people to address their financial problems before they reach crisis point. Two Good Money Stores opened in Cairns and Southport in April 2017. These stores offer those on low incomes an alternative to pay day lenders. Good Money stores provide access to No Interest Loan Scheme (NILS) which offers small loans up to \$1,200 for essential goods and services such as fridges, washing machines and car repairs.

**Next steps:**

The Good Money stores will continue to provide necessary services for people in need of no interest loan schemes.

## SEWB Action 33

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Support a range of local early years services including long day care, playgroups, family support, outside school hours care and holiday programs in remote locations across Cape York, Northern Peninsula and the Torres Strait Islands.

**Implementation:**

The Department of Education and Training funded local councils, Aboriginal and Torres Strait Islander community controlled organisations and non-government providers to deliver early years services that improve outcomes for Aboriginal and Torres Strait Islander children and families. Investment was monitored by undertaking reviews of service delivery, taking into consideration local community needs and Departmental priorities

**Next steps:**

The Department of Education and Training will continue to work with funded early years services to build workforce capability and leadership capacity, support services to meet reporting requirements, embed a focus on outcomes for children and identify continuous improvement opportunities based on their performance reporting.

**More****information:**

[www.qld.gov.au/families/babies/childcare/family/pages/indigenous](http://www.qld.gov.au/families/babies/childcare/family/pages/indigenous)

## SEWB Action 34

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Thriving and connected families
<b>Action:</b>	Identify and refer Aboriginal and Torres Strait Islander prisoners with potential mental health needs in correctional centres. There is a high prevalence of mental health problems in the Aboriginal and Torres Strait Islander offender and prisoner population in comparison to the general population and these mental health problems often contribute to offending behaviour and imprisonment. Women prisoners particularly have a much higher incidence of mental health problems. QCS is committed to reducing suicide, self-harm and other mental health concerns through assessment, support, treatment and care for those at risk including identification of suicide risk at the point of admission into custody. QCS is currently partnering with Queensland Health to deliver the Indigenous Mental Health Intervention Program (IMHIP) to female prisoners at Brisbane Women's Correctional Centre. This program provides women with social, economic and mental health support with a focus on trauma and domestic violence. QCS is focusing on increasing professional development of staff. A number of programs are currently available and others in the process of being developed which focus on mental health first aid training (including an Indigenous specific training program) and suicide assessment and awareness training.

**Implementation:**

Queensland Corrective Services (QCS) maintains its strong commitment to reducing suicide and self-harm and appropriately managing mental health concerns of prisoners. All prisoners are assessed upon admission for mental health issues and are managed appropriately. Brisbane Correctional Centre have an additional program "Brother, Brother" which is an initiative where Aboriginal and Torres Strait Islander organisations attend the centre daily to speak with the Aboriginal and Torres Strait Islander prisoners regarding their general well-being, and any decline in their mental health status. QCS is continuing the current partnership with Queensland Health to deliver the Indigenous Mental Health Intervention Program to female prisoners at Brisbane Women's Correctional Centre. The service further links prisoners with culturally specific transitional and accommodation services in the community.

**Next steps:**

Queensland Corrective Services will continue to assess the nature and delivery of these programs on an ongoing basis.

## SEWB Action 35

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<b>Agency:</b>	Department of Aboriginal and Torres Strait Islander Partnerships
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Promote the implementation of the Aboriginal and Torres Strait Islander Cultural Capability Framework across the Queensland Public Service.

**Implementation:**

- The *Aboriginal and Torres Strait Islander Cultural Capability Framework* (the Framework), which is an internal document providing an overarching policy for improved service delivery to Queensland's Aboriginal and Torres Strait Islander people, was endorsed by the Queensland Government in June 2015.
- Each agency is required to have a current Cultural Capability Action Plan (the Plan). The Plans are to be available on the Queensland Cultural Capability Portal.
- Agencies required to report six monthly on plan implementation, with a whole-of-government report prepared by the Department of Aboriginal and Torres Strait Islander Partnerships at the end of each reporting period.
- The Aboriginal and Torres Strait Islander Cultural Agency Leaders (CAL) Committee has supported the development of the Framework, and promotes its implementation across the sector. CAL will also contribute to the achievement of government commitments and service delivery priorities to Aboriginal and Torres Strait Islander people.
- The Cultural Capability Community of Practice supports the CAL Committee by facilitating, at officer level, implementation of the aims and objectives of the Framework across Queensland Government agencies
- Since June 2015, all departments have implemented the required Plans.

**Next steps:**

This activity is ongoing.

## SEWB Action 36

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<b>Agency:</b>	Department of Aboriginal and Torres Strait Islander Partnerships
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Develop and implement the Queensland Government Aboriginal and Torres Strait Islander Cultural Capability Training Strategy to inform the content of cultural capability training courses by setting out the overarching desired capabilities of Queensland Government officers, and to provide a flexible, consistent, and collaborative approach to the procurement and delivery of Aboriginal and Torres Strait Islander Cultural Capability Training across the Queensland Public Service.

### Implementation:

- Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) launched the *Queensland Government Aboriginal and Torres Strait Islander Cultural Capability Training Strategy – Cultural Capability Matters* (the Training Strategy).
- The training strategy sets out the overarching direction that the Queensland Government is taking to improve the capability of its workforce.
- In 2016–17, a list of “pre-qualified” training providers was established to assist Queensland Government departments and their industry partners to access quality cultural capability training, delivered in accord with the desired capabilities specified in the Training Strategy.
- A supplementary list of facilitators has been established with a focus on helping project teams to explore the cultural capability issues associated with their projects. This targeted approach to training will result in better project outcomes for Queensland’s Aboriginal and Torres Strait Islander people.

### Next steps:

- DATSIP intends to build partnerships with Aboriginal and Torres Strait Islander businesses that can be involved in the training delivery. Opportunities exist in relation to venue hire, catering and contributing to training workshops.
- Promoting economic opportunities for Aboriginal and Torres Strait Islander businesses aligns with DATSIP’s strategic vision.



## SEWB Action 37

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**Agency:** Queensland Health

**Action Status:** Action ongoing

**Priority area:** Resilient people

**Action:** Implement the Queensland Health Aboriginal and Torres Strait Islander Mental Health Strategy 2016–2021. The Strategy focuses primarily on improving the responsiveness of Queensland Health’s services to the needs of Aboriginal and Torres Strait Islander Queenslanders living with severe mental illness.

**Implementation:**

Development and implementation of the Queensland Health Aboriginal and Torres Strait Islander Mental Health Strategy 2016-21. Released in October 2016.

**Next steps:**

Effort to improve health outcomes for Aboriginal and Torres Strait Islander Queenslanders under the Making Tracks Investment Strategy 2015-2018 will continue in 2017-2018.

## SEWB Action 38

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<b>Agency:</b>	Department of Aboriginal and Torres Strait Islander Partnerships
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Provide presentations and information about the history of the removal of Aboriginal and Torres Strait Islander children in Queensland and the history of government control over the lives of Aboriginal and Torres Strait Islander peoples to child safety staff and those working in the non-government sector who work with children in care.

**Implementation:**

Department of Aboriginal and Torres Strait Islander Partnerships' Community and Personal Histories team provided two presentations during 2016–17 for Child Safety staff at Woodridge and Beaudesert.

**Next steps:**

This activity is ongoing.

**More****information:**

For further information, please contact the Community and Personal Histories team on 1800 650 230 or via [enquiries@atsip.qld.gov.au](mailto:enquiries@atsip.qld.gov.au).

## SEWB Action 39

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**Agency:** Queensland Health

**Action Status:** Action ongoing

**Priority area:** Resilient people

**Action:** Support individuals to reduce harm related to alcohol and other drug use. A \$2 million investment over two years in Indigenous Alcohol, Tobacco and other Drugs (ATODS) Youth Programs targeted at youth in Cairns, Gold Coast, Cherbourg, Mount Isa and Townsville.

**Implementation:**

Continued funding Hospital and Health Services for the delivery of Indigenous Alcohol, Tobacco and other Drugs (ATODS) Youth programs in Cairns, Gold Coast, Cherbourg, Mount Isa and Townsville.

**Next steps:**

Effort to improve health outcomes for Aboriginal and Torres Strait Islander Queenslanders under the Making Tracks Investment Strategy 2015-2018 will continue in 2017-2018.

## SEWB Action 40

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<b>Agency:</b>	Department of Aboriginal and Torres Strait Islander Partnerships
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Strengthen Aboriginal and Torres Strait Islander economic development, including business development, procurement initiatives and employment strategies that stimulate employment opportunities and resulting financial, social and emotional outcomes.

### Implementation:

Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) developed and is implementing *Moving Ahead* to increase the participation of Aboriginal and Torres Strait Islander people in Queensland's economy. Actions and outcomes include the following:

- 34 completed construction projects outside discrete Indigenous communities of equivalent value of \$2.2 million in Indigenous employment and business supply through partnerships between DATSIP and other Government agencies.
- Two workshops were delivered, an Indigenous women in business workshop in Cairns and an Indigenous construction business workshop in Brisbane.
- 168 candidates participating in skills training, and job opportunities provided for 186 young people with 150 retained after three months through actions intended to secure improved student transitions through the Youth Employment Program (YEP).
- \$75 million committed in the State Budget to continue resolution of land administration matters, in cooperation with other Government and non-Government bodies.
- 68,851 employment hours reported by Aboriginal and Torres Strait Islander people on construction and infrastructure projects in discrete Indigenous communities.
- Ten houses made available for private ownership.

### Next steps:

DATSIP continues programs to increase economic development, procurement, training and employment, including working with Department of Housing and Public Works on the Aboriginal and Torres Strait Islander Housing Action Plan; resolving land administration issues with Traditional Owners, communities and Local Government and implementing a whole-of-government Queensland Indigenous Procurement Policy.

## SEWB Action 41

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**Agency:** Queensland Health

**Action Status:** Action ongoing

**Priority area:** Resilient people

**Action:** Improve forensic mental health outcomes for those in prison and youth detention centres through the Enhancing Cultural Competence of Prison Mental Health Service based in Metro North Hospital and Health Service, and the Mental Health Transition Services – Brisbane Youth Detention Centre within Children’s Health Queensland.

**Implementation:**

Provision of \$1.1 million to deliver Indigenous-specific forensic mental health services at female correctional facilities; and plan the expansion into male facilities in 2017-18.

**Next steps:**

Effort to improve health outcomes for Aboriginal and Torres Strait Islander Queenslanders under the Making Tracks Investment Strategy 2015-2018 will continue in 2017-2018.

## SEWB Action 42

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**Agency:** Queensland Health

**Action Status:** Action ongoing

**Priority area:** Resilient people

**Action:** Continue to invest in and review the implementation of the Queensland Health Aboriginal and Torres Strait Islander Cultural Capability Framework 2010–2033. Queensland Health will continue its investment in culturally responsive health services and provide a total of \$6.8 million over two years from July 2016 to Hospital and Health Services to implement the Queensland Health Aboriginal and Torres Strait Islander Cultural Capability Framework 2010 – 2033. This is the overarching framework to guide every aspect of health service delivery for and with Aboriginal and Torres Strait Islander Queenslanders. A review of the implementation of the framework is being conducted in 2016.

**Implementation:**

Engaged an independent consultant to undertake a review of the implementation of the Queensland Health Aboriginal and Torres Strait Islander Cultural Capability Framework 2010-2033 (CCF). Continued investment into activities to improve the cultural capability of Queensland Health services.

**Next steps:**

Effort to improve health outcomes for Aboriginal and Torres Strait Islander Queenslanders under the Making Tracks Investment Strategy 2015-2018 will continue in 2017-2018.

## SEWB Action 43

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Continue to develop and implement the DJAG Aboriginal and Torres Strait Islander Cultural Capability Action Plan 2015–2019. Addressing the needs of Aboriginal and Torres Strait Islander people who are over-represented among the offending population is a major challenge. The department has an obligation to reduce the numbers of Aboriginal and Torres Strait Islander people in the criminal justice system as well as make the justice system more culturally appropriate. We are committed to creating cultural capability in the way the department does business so that we are inclusive of Aboriginal and Torres Strait Islander people and their families as well as our staff. This Action Plan has a strong focus on creating a workforce whose programs and practices embody the spirit of reconciliation and who recognise the significant contribution which Aboriginal and Torres Strait Islander staff and people can make towards the work of the department in Youth Justice.

### Implementation:

In 2017, Queensland Corrective Services (QCS) had three Aboriginal officers accredited as presenters of the Aboriginal and Torres Strait Islander Mental Health First Aid (AMHFA) Program. Nineteen QCS staff recently participated in the AMHFA program, delivered by Aboriginal officers in Cairns. Following the establishment of the new Murrighagun Cultural Centre consultation occurred with a range of Aboriginal and Torres Strait Islander peoples including Elders, communities, Aboriginal and Torres Strait Islander organisations regarding strategies to support Aboriginal and Torres Strait Islander offenders, victims and staff working in QCS.

### Next steps:

AMHFA programs will be offered to QCS staff in the 2017-18 financial year. This opportunity will be extended to staff across all QCS operational areas. In addition, all new custodial officers and Probation and Parole staff undertake cultural awareness training in their entry level programs. QCS will continue to work with its Aboriginal and Torres Strait Islander staff, Elders, communities and Aboriginal and Torres Strait Islander organisations to develop and implement strategies that seek to reduce Aboriginal and Torres Strait Islander over-representation with a focus on programs and services that take into account cultural norms and traditions that meet the particular needs of Aboriginal and Torres Strait Islander offenders. QCS will also increase the delivery of cultural awareness/cultural responsiveness training to all staff and work with other organisations that are delivering programs and services to Aboriginal and Torres Strait Islander peoples.

## SEWB Action 44

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Review and implement the Cleveland Youth Detention Centre Cultural Unit. This will enhance the provision of culturally appropriate supports, support the transition of Aboriginal and Torres Strait Islander children and young people to the community, and enhance workforce capability to deliver culturally responsive services.

### Implementation:

The review and evaluation of the Cleveland Youth Detention Centre (CYDC) Cultural Unit was finalised in June 2016 and contained a number of recommendations that assist in embedding the cultural unit and culturally sensitive practice within the operational function of the centre.

Five key priority areas were identified through the Review, requiring immediate attention: Cultural Responsive Program development and delivery; building CYDC cultural capacity; strengthening cultural safety and inclusion within CYDC; increasing community participation and engagement opportunities; and resourcing and recruitment. Actions to address these areas have included: developing a robust cultural framework within the Centre's recruitment process; strengthening CYDC Cultural Competency through the development of a local Cultural Knowledge Training package; 'Cultural Healing and Knowledge Centre' to support cultural identity and restorative justice goals for young people; developing and designing additional cultural roles within CYDC to increase culturally appropriate interventions; building partnerships with community and government agencies within our service region to strengthen transition and reintegration networks for young people returning to their respective community; 'Beautification' Project to provide a culturally safe and visually enhanced environment; and including young people in the delivery of activities to celebrate significant cultural celebrations.

### Next steps:

Cleveland Youth Detention Centre will implement the findings from the cultural review report to ensure culturally appropriate practices and development of genuine partnerships to effectively work Aboriginal and Torres Strait Islander young people. Further Youth Justice has committed as part of the Youth Detention Review recommendations to undertake a similar cultural review of Brisbane Youth Detention Centre and subsequently establish a Cultural Unit at that centre.

### More information:



## SEWB Action 45

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Implement the Making Tracks Investment Strategy 2015–18 to improve the health outcomes of Aboriginal and Torres Strait Islander people through a targeted investment of more than \$200 million over three years, particularly targeting mental health, chronic disease and child and maternal health services and programs. The Investment Strategy builds upon the long-term policy framework that guides the Government's actions towards achieving the two COAG Close the Gap health targets — to close the life expectancy gap by 2033 and to halve the child mortality gap by 2018.

**Implementation:**

In 2016–2017 under the Queensland Government's Making Tracks Investment Strategy 2015–2018 more than \$92.3 million was invested in Indigenous-specific health initiatives, including initiatives under the *Queensland Aboriginal and Torres Strait Islander Social and Emotional Wellbeing Action Plan*.

**Next steps:**

A review of all funding as part of development and approval of the third implementation plan/investment strategy under Making Tracks towards closing the gap in health outcomes for Indigenous Queenslanders by 2033 is being undertaken. The review will make recommendations about funding for all initiatives under the strategy including cultural capability activities and projects, and will be considered as part of the development and approval of the fourth Making Tracks Investment Strategy.

**More****information:**

<https://www.health.qld.gov.au/atsihealth> <https://www.health.qld.gov.au/atsihealth/mental-health>

## SEWB Action 46

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**Agency:** Department of Education and Training

**Action Status:** Action ongoing

**Priority area:** Resilient people

**Action:** Deliver quality kindergarten programs for Aboriginal and Torres Strait Islander children living across 35 discrete communities through 28 state schools and five non-government organisations.

**Implementation:**

Reviewed the five non-government kindergartens to determine delivery in these remote Aboriginal and Torres Strait Islander communities beyond the current service agreement end date of 31 December 2017.

**Next steps:**

Continue to monitor the five non-government kindergartens to ensure delivery of quality programs in each Aboriginal and Torres Strait Islander community that is responsive to local community needs.

## SEWB Action 47

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**Agency:** Queensland Police Service

**Action Status:** Action ongoing

**Priority area:** Resilient people

**Action:** Continue to strengthen the cultural capability of the Queensland Police Service and improve relationships with Aboriginal and Torres Strait Islander communities. The Queensland Police Service (QPS) has developed the QPS Aboriginal and Torres Strait Islander Annual Action Plan 2015-16 and has committed to a number of actions to promote the safety and wellbeing of Indigenous Queenslanders. Priority areas include improving the knowledge and skills of QPS employees working with Aboriginal and Torres Strait Islander people and communities, as well as strengthening capacity to respond to matters involving the Indigenous community through the development of long-term initiatives to improve relationships with Indigenous communities.

**Implementation:**

The Queensland Police Service (QPS) will continue to work collaboratively with its Queensland Government Reconciliation Action Plan partners and promote cultural competence capability across the agency. Cultural Support Unit supports the Police Indigenous Reference Group (PIRG), allowing for a broad view of Aboriginal and Torres Strait Islander community members across the state. The majority views of the Indigenous community are captured through this process and through the local District Indigenous Community Police Consultative Groups (ICPCGs), so that the QPS is better informed to make decisions in regard to Indigenous policing matters and to improve the ongoing relationship between the Indigenous community and police. The QPS continuously engages with the Indigenous community in a number of forums and attend significant Indigenous events (for example NAIDOC events and Reconciliation Week). Indigenous staff, police officers, and Police Liaison Officers act as intermediaries between the QPS and the Indigenous community and where possible provide advice including Indigenous specific advice and information between the police and community.

**Next steps:**

Continuation of Aboriginal and Torres Strait Islander engagement and stronger partnerships, working to strengthen the capacity to respond to matters involving the Indigenous community through the development of long-term initiatives to improve relationships with the community.

## SEWB Action 48

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<b>Agency:</b>	Department of Tourism Major Events Small Business and the Commonwealth Games
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Encourage more Aboriginal and Torres Strait Islander people to start a business and help established businesses to be stronger and grow. The Queensland Government has committed to implementing the Advancing Small Business Queensland Strategy 2016-20 to create an environment in which Queensland is the place for small business to start, grow and employ. It recognises that a very small proportion of businesses, which are mostly small or micro businesses, are owned by Aboriginal and Torres Strait Islander people. The Advancing Small Business Queensland Strategy 2016-20 seeks to increase the number of businesses run by Aboriginal and Torres Strait Islander people. This action recognises the positive effects of economic participation on mental health and wellbeing.

### Implementation:

- During 2016-17, initial work was undertaken to establish the Advancing Indigenous Business Initiative, under the *Advancing Small Business Queensland Strategy 2016-20*. This included establishing systems to identify and track the progress of small businesses owned by Aboriginal people and Torres Strait Islander people.
- Workshops and events for Indigenous businesses were held, including four in regional areas.
- There was broad consultation with key stakeholders and preliminary research was undertaken into business models and the enablers and barriers to success in Indigenous business.
- A number of grants schemes were offered in 2016-17 including the Accelerate Indigenous Small Business Grants which provide funding of up to \$20,000 for high growth Indigenous small businesses to access coaching and mentoring.
- The Small Business Digital Grants provided matched funding of up to \$10,000 for businesses to improve their digital skills or equipment. Six per cent of grant funding in the first two rounds was allocated to Indigenous businesses.

Small Business Entrepreneur Grants provided matched funding of up to \$5,000 for early stage businesses to access advice and assistance to help their business to get established. Four per cent of grant funding was allocated to Indigenous businesses

**Next steps:**

- The Office of Small Business is funding the establishment of a state-wide Queensland Indigenous Chamber of Commerce.
- Grants and mentoring programs will continue to provide support to Indigenous small businesses.
- Work is underway to research innovative business models to help make Indigenous businesses stronger and more resilient.
- Work will be undertaken with other Government departments to roll out targeted programs, workshops and events to assist Indigenous small businesses grow and employ more people.

**More information:**

The Advancing Indigenous Business Initiative website is located at  
<https://www.dtesb.qld.gov.au/small-business/advancing-indigenous-business>

## SEWB Action 49

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<b>Agency:</b>	Queensland Police Service
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Continue to implement Project Booyah to mentor at-risk young people. Project Booyah is a forty day community inclusive police mentoring program incorporating skills for life and employability, leadership skills, youth support, adventure-based learning and vocational pathways to support at-risk young people. While the project is delivered in several locations throughout the state, since the project commenced operations in 2012 over 20 per cent of graduates identify as Aboriginal and Torres Strait Islander. These graduates have achieved successful outcomes, with links to employment and/or education pathways.

### Implementation:

Project Booyah is a Queensland Police Service led early intervention 20 week program, in partnership with the Police-Citizens Youth Welfare Association (PCYC), targeting criminogenic behaviours and attitudes of at-risk young people. Project Booyah seeks to address participant's disengagement from their family, community and education. The primary goals of the program include re-engaging young people with school or assisting their transition to the workforce, reducing criminogenic risk factors such as involvement with violent episodes, substance misuse, and ultimately reducing participants' offending episodes and severity. Early intervention and improved relations with police and authority is an important step in helping to eliminate anti-social tendencies, improve health, education and employment opportunities and reduce crime and incarceration rates of young people, thereby reducing costs to Government and the community. Project Booyah adopts a youth support focused approach that ensures ongoing mentoring and support is available within and beyond the program. Staff also work closely with the young person's family, in recognition of the complex interplay of individual, structural and social factors that contribute to a young person's life trajectory. The mentoring and ongoing support provided by Police, Police Liaison Officers and youth workers is key to Project Booyah's success.

### Next steps:

Project Booyah is currently ongoing and operating in nine locations across Queensland. The nine locations are reviewed annually. Participants to the program are generally aged between 15-16 years with two programs conducted in each location per year. Recruitment of every cohort is carefully screened whereby risk and protective factors are reviewed following an interview processes with 15-16 year old young people and their families, to ensure group dynamics are compatible. This process has ensured the program has achieved a graduation percentage of over 80% for the past 4 years. Of the 271 participants who have participated in Project Booyah since January 2016, 96 participants or 35% have identified as being of Aboriginal and/or Torres Strait Islander descent.

## SEWB Action 50

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<b>Agency:</b>	Queensland Police Service
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Continue to support Indigenous Police-Citizen Youth Clubs which focus on youth development. Police-Citizen Youth Clubs (PCYCs) are operated by the Queensland Police-Citizens Youth Welfare Association, a not-for-profit organisation focused on youth development. Five Indigenous PCYC branches operate in Queensland in: Aurukun, Mornington Island, Doomadgee, Palm Island, and Yarrabah. These branches work in partnership with community, governments, external agencies and the Queensland Police Service to deliver programs to support local young people and employ Aboriginal and Torres Strait Islander staff to deliver culture, music, educational and crime prevention programs. Other PCYCs also employ Aboriginal and Torres Strait Islander sport and recreation officers throughout the State.

**Implementation:**

The Indigenous Police-Citizens Youth Welfare Association (PCYC) have continued to deliver the cultural awareness and lifestyle programs during 2016-17. The type and scope of each program varied with each specific location and Indigenous community. The involvement of Police Liaison Officers (PLO) in direct PCYC program delivery is a key element of these programs as PLOs are recruited from distinct cultural groups and communities, rather than coming from outside.

**Next steps:**

All PCYCs in Indigenous communities or with significant Indigenous members will continue to deliver cultural programs as part of the core PCYC program structure, and will on a club by club basis blend other programs to meet the cultural needs in each community. The increase in PLO participation in these programs will be a key element of the programs in 2017-18.

**More****information:**

<http://www.pcy.org.au/indigenousPrograms/>

## SEWB Action 51

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	<p>Improve outcomes for Aboriginal and Torres Strait Islander prisoners by strengthening the programs and services available within the correctional system. Queensland Corrective Services (QCS) currently delivers a range of services that aim to rehabilitate prisoners, including offender behaviour programs, substance abuse interventions, industries employment, education and vocational training. QCS has finalised procurement of a new suite of re-entry services that focuses on supporting success on parole via access for all prisoners in custody to an information and referral service to assist with proactively planning for release, a service assisting with the transition to community for high risk and complex need prisoners and a support service for prisoners on parole at risk of suspension. Service providers will work with QCS staff such as counsellors and cultural liaison officers in assisting prisoners to remain connected to their communities where possible. Aboriginal and Torres Strait Islander prisoners have been identified as a target group for the new services. Providers in the Far Northern and Northern regions are contractually required to have staff that identify as Aboriginal and/or Torres Strait Islander. In all regions, all staff employed by contracted providers are required to provide proof as part of key performance indicators that their staff have the relevant skills and experience in working with Aboriginal and Torres Strait Islander prisoners.</p>

### Implementation:

Queensland Corrective Services (QCS) continued to strive for improved rehabilitative outcomes for prisoners with a focus on how to cater services and strategies to best meet the needs of Aboriginal and Torres Strait Islander prisoners. Across the State, new Re-entry services are required to demonstrate cultural capability, with specific staffing requirements for Aboriginal and Torres Strait Islander staff (50%) applied to the Northern and Far Northern regions. As at 30 June 2017, Re-entry Service provider employment of Aboriginal and Torres Strait Islander staff in Far Northern region is 60%, Northern region – Male is 75%, and Northern region – Female is 66%.

### Next steps:

Queensland Corrective Services will continue to strive for improved rehabilitation outcomes for prisoners by identifying and maintaining appropriate programs and interventions to best meet the needs of Aboriginal and Torres Strait Islanders.



## SEWB Action 52

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Continue to support the Elders Visitation Program and implement additional culturally-appropriate support services. QCS currently funds the Elders Visitation Program which supports Elders from Aboriginal and Torres Strait Islander communities having regular access to correctional centres to support Aboriginal and Torres Strait Islander prisoners. From 1 July 2016, QCS also implemented a service to support Aboriginal and Torres Strait Islander chaplains having regular access to correctional centres for both cultural and religious support of Aboriginal and Torres Strait Islander prisoners.

**Implementation:**

In 2016-17, Queensland Corrective Services (QCS) continued to invest in Elder's visitation services in all correctional centres, and Chaplaincy Services, including the First People's Chaplaincy which is specifically for the spiritual needs of Aboriginal and Torres Strait Islander prisoners. During 2016-17, 6745 Chaplain visits were conducted across all centres, and 523 First People Campaign visits were conducted across all centres.

**Next steps:**

Queensland Corrective Services remains committed to providing culturally appropriate support services to prisoners.

## SEWB Action 53

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<b>Agency:</b>	Anti-Discrimination Commission Queensland
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Support the Aboriginal and Torres Strait Islander Optimal Health Project. The Anti-Discrimination Commission Queensland (ADCQ) is working with health stakeholders in Cairns to identify and address barriers to closing the gap on health outcomes for Aboriginal and Torres Strait Islander people. The project is being implemented in the Cairns and Hinterland Hospital and Health Service region. The ADCQ contributes to the project by providing expertise about discrimination, inclusion and diversity as well as facilitating discussions between stakeholder groups. As a result of the project, a process has commenced to establish an Aboriginal and Torres Strait Islander Community Engagement Committee to advise the Board of the Cairns and Hinterland Hospital and Health Service. The steps being taken as part of the project include improving the cultural competence of staff.

### Implementation:

The project has been ongoing since 2014. During this time the team has achieved several significant positive changes at Cairns and Hinterland Hospital and Health Service (CHHHS) to contribute to the overall good of the project. Quite early on however, it became apparent that many of the issues the project team were addressing were not specific to the CHHHS service region, but rather have state-wide relevance. As a result, ADCQ is currently liaising with Queensland Health, Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) and Queensland Aboriginal and Islander Health Council (QAIHC) to identify how we can support a statewide process for identifying and addressing barriers to accessing health services for Aboriginal and Torres Strait Islander Queenslanders.

### Next steps:

Over the coming two years, the ADCQ will share learnings from the Cairns based project with key stakeholders in Queensland Health, DATSIP and Aboriginal and Torres Strait Islander communities. The focus will be on identifying opportunities for action in other locations that will address systemic barriers to accessing health services for Aboriginal and Torres Strait Islander peoples.

## SEWB Action 54

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Continue to provide mens support services. Mens services support Aboriginal and Torres Strait Islander men affected by alcohol and domestic violence to improve the safety and wellbeing of their families and communities and enhance their health and personal wellbeing.

**Implementation:**

The Department of Communities, Child Safety and Disability Services (DCCSDS) is procuring a new Men's Support service on Mornington Island to support Aboriginal and Torres Strait Islander men aged 16 years and older, identified as being affected by alcohol and violence, including as perpetrators of domestic and family violence. The DCCSDS has also provided enhancement funding for one year for six existing Men's Support services located in: Kowanyama, Napranum, Wujal, Mapoon, Pormpuraaw, and Yarrabah and extended funding for all ten Men's Support services until 2021. In 2016, a two day training workshop for all Men's Support Services was held in Cairns to enable planning and better service delivery.

**Next steps:**

The Department of Communities, Child Safety and Disability Services will continue to work closely with the four remaining Services identified for enhancement funding in the renewal period of 2018 – 2021.

## SEWB Action 55

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Continue to fund public intoxication and diversion services. Diversion services (Diversion Centre, Cell Visitor and Community Patrols) were established as a result of the Royal Commission into Aboriginal Deaths in Custody. Services target Aboriginal and Torres Strait Islander people who are homeless and have complex health issues.

**Implementation:**

The Department of Communities, Child Safety and Disability Services continued to provide public intoxication services to ensure the safety and well-being of Aboriginal and Torres Strait Islander men and women affected by alcohol or other substances.

**Next steps:**

The Department of Community, Child Safety and Disability Services will continue to provide these services.

## SEWB Action 56

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Support women to participate in male dominated industries. Department of Communities, Child Safety and Disability Services will sponsor the engagement of at least one Aboriginal and/or Torres Strait Islander woman in the Queensland Resources Council/Women in Mining and Resources Mentoring Program.

**Implementation:**

- In 2016-17, the Queensland Government sponsored the Queensland Resources Council/Women in Mining and Resources Queensland (QRC/WIMARQ) 2016 Mentoring Program.
- The program aims to support female employees in the (male-dominated) resources sector with career guidance and direction, sharing of experiences, developing careers goals and forging life-changing mentoring partnerships with high-level resources sector professionals.
- The program has a structured framework that includes a professional matching and training process for all participants.
- The sponsorship covered three full mentee scholarships, including one for an Aboriginal and/or Torres Strait Islander woman.

**Next steps:**

This action is completed.

## SEWB Action 57

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Provide funding and program support for a scholarship scheme for up to 100 young women leaving child protection care, including young Aboriginal and Torres Strait Islander women to support their access to higher education.

**Implementation:**

- In 2016-17 the Department of Communities, Child Safety and Disability Services committed \$1.2 million over five years to the Smith Family for the Care2Achieve scholarship program which includes an evaluation of the scheme.
- This program is aimed at reducing financial barriers impacting upon young women accessing higher education and to increase their prospects for economic independence and social networks.
- Ongoing evaluation of the scheme will be undertaken by The Smith Family between 2017 and 2021.
- The evaluation provides vital feedback which will inform the recruitment processes and practices for future intakes of students.

**Next steps:**

- Young women currently engaged in studies, will continue to receive mentoring and coaching from The Smith Family's Tertiary Coordinator.
- The evaluation of the implementation phase of the program will inform processes and procedures for the 2018 intake of students.

**More information:**

<https://www.thesmithfamily.com.au/care2achieve>

## SEWB Action 58

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	<p>Support access to Vocational Education and Training by Aboriginal and Torres Strait Islander Queenslanders through the VET Investment Plan. The VET Investment Plan contains various programs and subsidies targeted to all Queenslanders. Aboriginal and Torres Strait Islanders are a priority cohort under the Plan, which provides:</p> <ul style="list-style-type: none"> <li>• subsidies paid at a higher (concessional) rate for qualifications funded under the Certificate 3 Guarantee and Higher Level Skills programs;</li> <li>• a location loading, in addition to eligible training subsidies, to support the costs of training delivered in Cape York and Torres Strait communities;</li> <li>• full subsidy (100 per cent) for the cost of training delivered under the User Choice program for eligible Aboriginal and Torres Strait Islander apprentices and trainees;</li> <li>• additional tailored support and assistance to participate in training and achieve training and employment outcomes funded under the Indigenous VET partnership with Department of Aboriginal and Torres Strait Islander Partnerships; and</li> <li>• the Skilling Queenslanders for Work initiative, which supports Queenslanders who are under-utilised or under-employed in the labour market, as well as building the skills of young people, Aboriginal and Torres Strait Islander people, people with disability, mature-age job seekers, women re-entering the workforce, and people from culturally and linguistically diverse backgrounds into work through a suite of targeted skills and training programs.</li> </ul>

### Implementation:

- Since reintroduction of Skilling Queenslanders for Work (SQW) in 2015, \$135 million has been invested state-wide under SQW to provide nationally recognised training, skills development and job opportunities to 28,033 disadvantaged Queenslanders.
- As at 30 June 2017, 17.1 per cent of participants across all SQW programs were Aboriginal and Torres Strait Islander people.

\*SQW projects do not align to financial years and therefore figures are cumulative from 1 July 2015 to 30 June 2017.

### Next steps:

- The Department of Education and Training will continue to deliver the SQW initiative to disadvantaged Queensland jobseekers until 30 June 2019.
- Indigenous VET Partnerships (IVP) is a joint initiative administered with the Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) that directs funding to local strategic priorities and provides a supported pathway for Queensland's Aboriginal and Torres Strait Islander people to complete vocational qualifications that lead to real employment outcomes. The Department of Education and Training will continue to deliver the IVP program providing a supported pathway for Aboriginal and Torres Strait Islander Queenslanders during 2017-18. IVP projects are developed in consultation between the applicant, DET Regional Training Directors and DATSIP Regional Directors.

**More**

**information:**

Further information about SQW can be found at <https://training.qld.gov.au/home/sqw>



## SEWB Action 59

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Provide additional psychological and other supports to Aboriginal and Torres Strait Islander school students. In addition to existing school-based allied health services, allied health specialists will deliver Psychology, Clinical Psychology, Occupational Therapy and Speech Pathology services to identify and treat behavioural and learning issues for Aboriginal and Torres Strait Islander students. Schools include: Doomadgee State School, Kowanyama State School, Lockhart River State School and Northern Peninsula Area College.

**Implementation:**

The delivery of this program, known as Be Well Learn Well (BWLW), supported Aboriginal and Torres Strait Islander student developmental needs in remote state schools through the delivery of integrated early intervention and health promoting methodologies. BWLW aims to identify and address the learning and social development needs of students from prep to year 12 and enables an integrated workforce of education and health professionals to respond holistically and timely to the risk factors influencing child development and schooling outcomes.

**Next steps:**

The Department of Education and Training will continue the delivery of BWLW and expand the number of participating schools to eight during 2017.

## SEWB Action 60

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Better link autism support services for children and young people through the Department of Education and Training's Autism Hub. The Autism Hub is working closely with Autism Queensland to link with their Early Intervention Indigenous Liaison Officers and tailor engagement strategies for Indigenous families for these services.

**Implementation:**

The Department of Education and Training has undertaken an environmental scan of related resources.

**Next steps:**

The Department of Education and Training will assess the findings of the scan and develop options for better linking services.

## SEWB Action 61

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Implement Deadly Kids, Deadly Futures: Queensland's Aboriginal and Torres Strait Islander Child Ear and Hearing Health Framework 2016 –2026. Deadly Kids, Deadly Futures outlines the commitment of the Queensland Government, the Aboriginal and Torres Strait Islander community controlled health sector and other government and non-government service partners to prevent and manage the impacts of middle ear disease for Aboriginal and Torres Strait Islander children and young people across the health, early childhood and education sectors.

**Implementation:**

Advocating for Changes to the building code for acoustics remains on the forward work plan for consideration by the National Early Childhood Policy Group (ECPG).

**Next steps:**

Continue to make progress agreed actions of the Deadly Kids Deadly Futures 2017-18 plan, including: • Advocating for early childhood sections in the Building Code of Australia to include acoustic requirements to improve the listening and the learning environments for children; • Enhancing the skills of early childhood educators to identify and manage the impacts of middle ear disease and hearing loss and; • Distribution of tailored resources and information to early childhood education and care providers about child ear health and the importance of early intervention.

## SEWB Action 62

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<b>Agency:</b>	Department of Aboriginal and Torres Strait Islander Partnerships
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Resilient people
<b>Action:</b>	Support Aboriginal peoples and Torres Strait Islanders to register their births. A birth certificate is an important document and is needed for many reasons such as getting a drivers licence. DATSIP provides evidence to the Registry of Births, Deaths and Marriages to assist with the retrospective registration of births enabling birth certificates to be provided.

**Implementation:**

- Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) Community and Personal Histories team finalised 14 requests for proof of birth during 2016–17.
- DATSIP's Far North Queensland Regional office supports the office of the registrar of Births Deaths and Marriages to deliver services to assist people in obtaining Birth Certificates and to register births in remote and discrete communities of Cape York.
- DATSIP also supports the delivery of drivers' licensing open days in remote communities, promoting the opportunity to obtain the required identification, including birth certificates, to enable people to obtain their driver's licences.

**Next steps:**

This activity is ongoing.

**More****information:**

For further information, please contact the Community and Personal Histories team on 1800 650 230 or via [enquiries@atsip.qld.gov.au](mailto:enquiries@atsip.qld.gov.au).

## Rural and Remote Action 01

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Better opportunities
<b>Action:</b>	Develop and implement a mental health social marketing campaign, underpinned by formative market research to help improve mental health and wellbeing in targeted areas of rural and remote Queensland. Specific campaign objectives and target audiences will be identified following the formative research process.

**Implementation:**

Formative market research is currently being conducted to inform the development of social marketing activity to help improve the mental health and wellbeing of people living in targeted areas of rural and remote Queensland.

**Next steps:**

Once the research findings are available specific campaign objectives and target audiences will be identified.

## Rural and Remote Action 02

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Better opportunities
<b>Action:</b>	Fund mobile early childhood support services to meet the needs of children from birth to eight years living in remote central and far north Queensland communities (operating from Emerald and Mareeba respectively).

**Implementation:**

In 2016-17, the Department of Education and Training provided funding of \$479,150 to Uniting Care Community to deliver the Remote Area Family Service; including playgroups, parenting skills and child development support. Investment was monitored to ensure effective delivery of quality early years services that was responsive to local community needs focussing on: developing capacity of service staff through connection to evidence based programs and support strategies, supporting services to build relationships with other remote and more specialised services such as allied health, developing a professional network of family support services across Queensland.

**Next steps:**

The Department of Education and Training will continue to work with funded early years services to monitor investment to ensure effective delivery of quality early years services that are responsive to local community needs.

## Rural and Remote Action 03

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action commenced but changed
<b>Priority area:</b>	Better opportunities
<b>Action:</b>	Provide access to kindergarten through 11 remote state schools in 2016 as part of the Remote Kindergarten pilot. The pilot is part of the Advancing Education Action Plan for Queensland, with children in selected rural and remote communities being able to participate in kindergarten programs at their local state school in 2016. The pilot is operating in Aramac, Augathella, Bedourie, Birdsville, Boulia, Dingo, Greenvale, Muttaborra, Pentland, Thargomindah, and Valkyrie.

**Implementation:**

The Remote Kindergarten pilot was implemented across 11 schools from Term 2 2016 and expanded with 38 schools prescribed in 2017. Delivered professional development sessions for participating schools and mentoring support provided by the Brisbane School of Distance Education.

**Next steps:**

Develop and consider options for delivery in 2018 and beyond before the end of the 2017 school year.

**More****information:**

<https://det.qld.gov.au/earlychildhood/families/remote-kindergarten-pilot>

## Rural and Remote Action 04

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Better opportunities
<b>Action:</b>	Improve identification of and responses to Foetal Alcohol Syndrome Disorders (FASD). Youth Justice is improving responses for children and young people with FASD. The international prevalence of FASD is estimated to be between 1-5%, with FASD estimated to be 40 times more likely for children and young people in Youth Justice than other children. Service improvements will focus on court staff, detention centres and service centres in the Far North Queensland Region, with training provided for Youth Justice staff and staff from partner agencies such as Courts, funded NGOs and Queensland Health about brain based conditions and strategies to change behaviour. Both detention centres and five Youth Justice service centres became pilot sites in implementing the strategies, with additional sites (approximately 4-5) to be included in 2016.

**Implementation:**

Youth Justice has trained a total of 38 people in Foetal Alcohol Syndrome Disorders (FASD) in Brisbane, Rockhampton and Townsville. Youth Justice has further increased awareness of FASD in the justice system by organising for an expert on FASD to present to Queensland Magistrates at their Magistrates Conference in May 2017.

**Next steps:**

Youth Justice plans to:

- hold a forum to bring together researchers, clinicians, Youth Justice workers to discuss treatment of young people with FASD in the youth justice system, and
- deliver professional training to internal youth justice psychologists to assess young people for FASD in detention and the community.



## Rural and Remote Action 05

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<b>Agency:</b>	Department of Agriculture and Fisheries
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Better opportunities
<b>Action:</b>	Support primary producers to recover from natural disasters through disaster support and resources. This includes providing assistance through the Drought Relief Assistance Scheme to help manage livestock and freight subsidies.

**Implementation:**

Business support to primary producers continues to be available for natural disaster and drought with the government committed to maintaining existing drought assistance measures. For the 2016-17 financial year, \$7.22 million was spent on the Drought Relief Assistance Scheme (DRAS). This was made up of \$4.012 million on freight subsidies and \$3.209 million on the Emergency Water Infrastructure Rebate.

**Next steps:**

This program is ongoing while the drought remains. Just over 66 per cent of Queensland is drought declared.

## Rural and Remote Action 06

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Better opportunities
<b>Action:</b>	Establish new domestic and family violence support services. In March 2016, funding was provided for new specialist support services in the Tablelands, Longreach, Emerald and Kingaroy. In 2016–17 and 2017–18, the department will provide funding for more rural and remote communities to provide specialist services. Domestic and family violence negatively impacts the mental health of victims and their children and often leads to increased isolation from family and support networks.

**Implementation:**

In the 2016-17 and 2017-18 State Budgets, funding was provided for new specialist domestic and family violence support services, including in rural and remote communities. This new investment commenced roll out in 2016 and will continue into 2017-18. This includes specific services to address domestic and family violence in Indigenous communities.

**Next steps:**

- Further analysis of regional need in relation to location and nature of new services.
- Design and implementation of procurement processes.
- Progressive implementation of new domestic violence services.

## Rural and Remote Action 07

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Better opportunities
<b>Action:</b>	Provide funding to large and small organisations and community groups to promote multiculturalism, celebrate cultural diversity and support social connectedness in Queensland including in regional areas.

### Implementation:

- The Community Action for a Multicultural Society (CAMS) program facilitates social connectedness for culturally and linguistically diverse individuals and groups.
- In 2016–17, more than \$2.1 million in funding was provided to 19 organisations under the CAMS program, including 15 organisations based outside of Brisbane.
- CAMS organisations delivered a broad range of activities supporting participation in community life to create connected and resilient communities.
- The Celebrating Multicultural Queensland (CMQ) grants program has a recurrent annual budget of \$1 million for events and projects.
- In 2016–17, total funding of \$300,000 was allocated to 15 projects, including 11 funded projects in regional locations outside Brisbane.
- In 2016–17, total funding of \$706,000 was allocated to 116 multicultural events held across the 2017 calendar year, including 67 events in regional locations outside Brisbane.

### Next steps:

#### CAMS:

- In 2017–18, more than \$2.2 million in funding supporting social connectedness will be provided to 19 organisations, including 15 organisations based outside of Brisbane.

#### CMQ:

- In 2017–18, funding of \$700,000 will be allocated to multicultural events to be held across the 2018 calendar year, including events in regional areas.
- In 2017–18, funding of \$300,000 will again be allocated to multicultural projects, including projects in regional areas.

### More

#### information:

CAMS: [www.communities.qld.gov.au/multicultural/programs-and-initiatives/community-action-for-a-multicultural-society-cams-program](http://www.communities.qld.gov.au/multicultural/programs-and-initiatives/community-action-for-a-multicultural-society-cams-program) CMQ: [www.qld.gov.au/community/community-organisations-volunteering/funding-grants-resources/celebrating-multicultural-qld-grants-program](http://www.qld.gov.au/community/community-organisations-volunteering/funding-grants-resources/celebrating-multicultural-qld-grants-program)

## Rural and Remote Action 08

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<b>Agency:</b>	Queensland Reconstruction Authority
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Community Strength
<b>Action:</b>	Implement the Queensland Strategy for Disaster Resilience. The Queensland Strategy for Disaster Resilience provides strategic direction to build resilience in all Queensland communities. It emphasises a shared approach to building resilience, with individuals taking responsibility and striving to develop social infrastructure, understand their risks and to actively undertake activities to protect their lives and property.

### Implementation:

- The *Queensland Strategy for Disaster Resilience* was updated to include climate change risk and deliver a comprehensive, all hazards approach to building disaster resilience through Queensland in the 2016-17 financial year.
- The *Queensland Strategy for Disaster Resilience* was consulted, finalised and submitted to cabinet for endorsement during the 2016-17 financial year.
- Endorsement was received and the updated *Queensland Strategy for Disaster Resilience 2017* was released in July 2017.
- The *Queensland Strategy for Disaster Resilience* is underpinned by four key objectives:
  - Queenslanders understand their disaster risk
  - strengthened disaster risk management
  - Queenslanders are invested in disaster risk reduction
  - there is continuous improvement in disaster preparedness, response and recovery.

### Next steps:

- To deliver on the commitments outlined in the *Queensland Strategy for Disaster Resilience*, the Queensland Reconstruction Authority will consult with local governments, state agencies, the private sector, academic institutions and community organisations on the development of an Implementation Plan to help ensure community-focused disaster resilience initiatives are identified and actioned.
- This broad consultation will take into account the specific needs and circumstances of communities, including remote and indigenous Queenslanders.
- Consultation will continue through the second half of 2017.

### More information:

*Queensland Strategy for Disaster Resilience:*

<http://qldreconstruction.org.au/u/lib/cms2/Queensland%20Strategy%20for%20Disaster%20Resilience%202017.pdf>

## Rural and Remote Action 09

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Community Strength
<b>Action:</b>	<p>Deliver the Tackling Regional Diversity through Integrated Care (TRAIC) initiative. TRAIC is a \$3.5 million per annum initiative targeted at suicide prevention, building resilience and fostering recovery among people and communities affected by adversity associated with drought, disaster and other crises. Funding for the program has been provided to nine Hospital and Health Services (HHS): Cairns and Hinterland, Townsville, Mackay, Central Queensland, Wide Bay, Darling Downs, South West, Central West and North West to employ senior clinicians to:</p> <ul style="list-style-type: none"> <li>- integrate clinical care and community support so that people experiencing mental health issues as a result of adversity do not fall through the cracks – pre, during and post contact with a mental health or Emergency Department service -</li> <li>provide training, support and resourcing for health workers who are likely to come into contact with people who attempt suicide or are experiencing mental health issues -</li> <li>promote mental health strategies and behaviours at both an individual and community level -</li> <li>coordinate and collaborate with other key agencies to develop networks, resources and events that build community connectedness and resilience to address adversity associated with drought, natural disasters and/or crisis events impacting on local communities. A comprehensive evaluation framework for the TRAIC program is currently being developed to ensure the program meets core objectives. In addition, a \$600,000 per annum grants program aimed at building community resilience will be offered. Community resilience building strategies, projects and activities include those that develop and promote community networks and support, provide information to improve mental health literacy and encourage and create opportunities for help seeking behaviour. Local government, non-government service providers and community groups or organisations who provide services and programs to the nine HHSs are eligible to apply for a TRAIC Grant.</li> </ul>

### Implementation:

- The TRAIC Program commenced across the nine targeted HHSs
- All nine HHSs completed recruitment of the Regional Adversity Integrated Care Clinician (RAICC) roles.
- The first round of TRAIC grants was completed in 2016-17 with 13 organisations awarded grants to help reduce the negative effects that droughts, disasters and other crises can have on regional communities.
- In 2016-17, 263 emergency department staff across the nine HHS have been trained in the Suicide Risk Assessment and Management for Emergency Departments (SRAM-ED)

**Next steps:**

- Statewide TRAIC Workshop with all 9 HHSs was held on 5 July 2017 to look at priorities for the 2017-18 financial year.
- Ten organisations have been awarded grants for 2017-18, covering all nine HHSs involved in the TRAIC Program
- Completion of TRAIC Process Evaluation by December 2017.
- Revision of the TRAIC Grants Program completed by December 2017.
- Statewide Planning Workshop for late November/early December 2017.

## Rural and Remote Action 10

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<b>Agency:</b>	Department of Agriculture and Fisheries
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Community Strength
<b>Action:</b>	Provide practical resilience workshops for staff in Cairns, Mackay, Rockhampton, Nambour and Toowoomba. The program assists participants develop individual resilience skills to enhance personal wellbeing and performance. This is a practical program aimed at enabling people to deal with life's continual challenges and the difficult events that change our lives, both at work and home. The program includes: - an introduction to the resilience model and the basics of self-mastery - understanding stress mastery – building calm - building energy through physical vitality - emotional intelligence – mastering emotions - being cognitively disciplined – mastering your thoughts - exploring the bigger picture – your opportunity to develop your personal plan and priorities.

**Implementation:**

Six regional resilience sessions were held in June 2017. Each session was an interactive two hour session that covered effective techniques to manage stress, and to avoid burnout in achievable, practical ways during everyday life. Approximately 62 employees from the Department of Agriculture and Fisheries attended the regional sessions.

**Next steps:**

Action ongoing Additional sessions have been organised for early 2017/18

## Rural and Remote Action 11

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Community Strength
<b>Action:</b>	Actively encourage local government to take a lead role in supporting mental health and wellbeing through the Stronger Community Mental Health and Wellbeing Grants program. Many local governments are already supporting mental health and wellbeing initiatives. The Commission will aim to increase the proportion of its grant funding to projects that include a partnership with local government.

### Implementation:

- In recognition of the 2016 release of the *Queensland Rural and Remote Mental Health and Wellbeing Action Plan 2016-18* the Commission wrote to all Queensland local councils to encourage them to apply for grants under the 2016-17 Stronger Community Mental Health and Wellbeing Grants Program.
- The Commission also sought to increase the proportion of its grant funding to initiatives that include a partnership with local government
- Out of the 24 initiatives supported under the 2016-17 Grants Program, one local council delivered a community-based initiative; and three initiatives included partnerships between non-government organisations and local councils to develop and deliver community-based initiatives.

### Next steps:

The Commission will continue to actively encourage local councils to apply for grants in 2017-18 through the Stronger Community Mental Health and Wellbeing Grants Program.



## Rural and Remote Action 12

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<b>Agency:</b>	Queensland Mental Health Commission
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Community Strength
<b>Action:</b>	Provide Wheel of Wellbeing workshops in up to two rural communities in 2016-17. The Commission will support the delivery of Wheel of Wellbeing (WoW) workshops in at least two rural communities and support community members in a number of other rural communities to become WoW facilitators. This will contribute to building community capacity to support good mental health and wellbeing.

### Implementation:

The Commission continues to support three Hubs to deliver locally responsive approaches to improving mental health and wellbeing in Queensland by raising awareness of positive mental health; facilitating access to information and resources; and coordinating local wellbeing activity.

- **Central Highlands Hub** – CentacareCQ is supporting local reference groups in the Blackwater, Capella, Gemfields and Springsure communities
- **Logan and Southern Moreton Bay Islands Hub** – Relationships Australia Queensland is working to embed wellbeing activity across Logan City and the Southern Moreton Bay Islands
- **Northern and Western Hub** – Selectability is working with communities in Northern Queensland with a focus on Mackay, Townsville and Mareeba.

As a component of the capacity building approach, Hubs personnel have undertaken training in Wheel of Wellbeing (WOW) and are utilising the framework for community engagement and knowledge building. Hub stakeholders have also undertaken Mental Wellbeing Impact Assessment screening training and are working with communities to assess the mental health impacts of programs and initiatives. The Hubs facilitated delivery of 46 WOW programs or activities in 2016-17, including 21 in rural communities.

### Next steps:

All three Hubs reviewed their progress in the first year and provided a second year proposal, adapting and building on achievements from the first year. The Commission has provided funding for a second year for the Hubs to continue activities that build capacity and capability for sustainable and evidence-based mental health and wellbeing at the local level.

## Rural and Remote Action 13

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<b>Agency:</b>	Department of State Development
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Community Strength
<b>Action:</b>	Develop a comprehensive policy and legislative package in response to the Infrastructure, Planning and Natural Resources Parliamentary Committee's Inquiry into fly-in, fly-out and other long distance commuting work practices in regional Queensland. The Queensland Government committed to developing an overall legislative and policy framework that will set out the key components that contribute to a proponent's social licence to operate for large resource projects. This framework will include consideration of health and community wellbeing in the environmental impact statement process. The legislative and policy framework is expected to be finalised in 2016.

### Implementation:

On 17 March 2016, the Minister for State Development and Minister for Natural Resources and Mines announced that the Government's response to the October 2015 Parliamentary Inquiry report recommendations is to implement the new Strong and Sustainable Resource Communities (SSRC) policy framework. The policy framework comprises the Strong and Sustainable Resource Communities Bill 2016 (the Bill), revision of the Coordinator-General's Social Impact Assessment (SIA) guideline and procedural changes to resource project assessment, monitoring and reporting. The Bill was introduced in Parliament on 8 November 2016. The SIA guideline requires large resource projects undertaking an environmental impact statement process to develop detailed plans for:

- community and stakeholder engagement
- workforce management
- housing and accommodation
- local business and industry content
- health and community well-being.

The Infrastructure Planning and Natural Resources Committee (the Committee) provided its report back to Parliament on the Bill on 7 March 2017, with a total of seven recommendations put forward.

### Next steps:

The government is preparing a response to the Committee recommendations, with the response required by 7 September 2017.

### More

#### information:

<https://www.parliament.qld.gov.au/work-of-committees/committees/IPNRC/inquiries/current-inquiries/SSRCB2016>

## Rural and Remote Action 14

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Community Strength
<b>Action:</b>	Continue to resource drought declared communities through a whole-of-community approach including: - funding for events that connect community members and promote services - flexible financial hardship support to provide relief to drought affected people - support for local level drought resilience planning. Funding of \$4 million was allocated to the Department of Communities, Child Safety and Disability Services for continued drought assistance throughout 2016 from the Australian Department of Agriculture and Water Resources.

**Implementation:**

Funding of \$4 million was allocated to the Department of Communities, Child Safety and Disability Services for continued drought assistance throughout 2016-17. Drought assistance funding was distributed to 52 councils, neighbourhood centres and emergency relief providers across 45 drought-affected Local Government Areas

**Next steps:**

A further \$4 million is available in 2017-18 and will be allocated to support community activities in localities that continue to be affected by drought through to December 2018.

## Rural and Remote Action 15

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<b>Agency:</b>	Department of Environment and Heritage Protection
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Community Strength
<b>Action:</b>	Provide education and support to customer service staff so that they may be aware of and respond appropriately to people in rural and remote areas who may be in distress.

### Implementation:

The Department of Environment and Heritage Protection's Compliance Officers interact with those based in rural and remote locations as part of their role, including remote communities, mining communities and farming communities. Currently the department offers the following to assist Compliance Officers in responding appropriately to people in rural and remote areas who may be in distress:

- Stress Tolerance and Resilience training sessions made available to employees. These training sessions were aimed at providing mechanisms for our employees to build personal resilience through understanding what resilience is, gaining a deeper understanding of the stress response, identify signs and symptoms of stress and different sources of stress and identify ways to reduce unhealthy stress responses.
- Mental health awareness training sessions for managers were delivered in several regional locations. This workshop is designed for managers to enhance their knowledge about the impact of the most common mental health problems on individuals, the workplace environment and the organisation as a whole.
- Employee Assistance Program (EAP) provides confidential counselling services to all employees and their family members.

### Next steps:

Further initiatives will continue in 2017-18. These include:

- community engagement strategies
- preparations for transition to rural or remote deployment
- training for new regional employees and graduates
- Communication with regionally based employees and debriefing sessions post deployment
- EAP will continue to be available
- Cultural capability is also an area the department will focus on
- Promotion of action plans throughout the year for consistent communication awareness.

## Rural and Remote Action 16

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Community Strength
<b>Action:</b>	In addition to current opportunities provided by the Annual VET Investment Plan for Queenslanders to access subsidised training in community services and allied health qualifications, the VET (vocational education and training) Investment Plan will respond flexibly to the needs of this Action Plan by subsidising additional nationally recognised VET qualifications as required.

**Implementation:**

Through the Annual VET Investment Plan, the Queensland Government subsidised a broad range of qualifications and priority skill sets within the Community Services (Aged Care, Childcare, General) and Health industry training groups.

**Next steps:**

Queensland's VET investment framework is underpinned by demand-driven funding arrangements which provides the flexibility to respond to current and emerging priority skills needs as identified by industry.

**More****information:**

Further information on the VET Investment Plan is available at: <https://training.qld.gov.au/docs-data/strategies/vetinvest>

## Rural and Remote Action 17

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Responsive and accessible services
<b>Action:</b>	Develop a Queensland Rural and Remote Perinatal and Infant Mental Health Service Development Strategy. The Strategy will support more responsive and effective delivery of perinatal and infant mental health (PIMH) services for mothers, fathers, infants and families in rural and remote areas. The Strategy will support higher levels of community awareness, understanding and support for families experiencing PIMH issues. It will also develop higher levels of knowledge and skill in the area of PIMH, particularly in screening and the early detection of PIMH issues, among health professionals in rural and remote areas across public, private and non-government sectors. As part of this strategy an e-PIMH pilot project is underway in South West, Central West, North West, and Torres and Cape Hospital and Health Services to raise awareness of perinatal and infant mental health, and to develop the capacity of health professionals and other workers to respond more effectively to the mental health needs of mothers, fathers, infants and families. This project uses a combination of telehealth and outreach to provide: - non-clinical advice and support to health professionals in the area of perinatal and infant mental health - tailored training and education for health professionals and others working with mothers, fathers, infants and families - support for organisations seeking to strengthen local referral pathways. The outcomes of this pilot project will inform the development of the statewide strategy.

### Implementation:

The ePIMH pilot using telehealth and outreach to build capacity for early detection and referral was run successfully in South West, Central West, North West and Cape and Torres Hospital and Health Services in 2016-17.

### Next steps:

As part of the funding under *Connecting Care to Recovery 2016-2021: A plan for Queensland's State-funded mental health alcohol and other drugs services* a small telepsychiatry ePIMH model will be expanded statewide in 2017-18 providing PIMH services where specialist skills are not available.

## Rural and Remote Action 18

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action commenced and on track
<b>Priority area:</b>	Responsive and accessible services
<b>Action:</b>	Roll out 1300 MH CALL across the State with full statewide coverage anticipated in 2017. This statewide number provides enhanced access by linking individuals with a mental illness, their carers and family and primary health providers, to their local public mental health services provided by Hospital and Health Services, seven days a week, by dialling 1300 MH CALL (1300 64 2255).

**Implementation:**

The key objective to roll out 1300 MH CALL and establish a call pathway to the local public mental health service has been achieved.

**Next steps:**

The next phase from July to December 2017 will establish that callers can access and receive a service response from their local public mental health service seven days per week. It continues to be anticipated the 1300 MH CALL number (1300 64 2255) will be operational with full state-wide coverage by the end of 2017. Public dissemination and local advertising of the state-wide 1300 MH CALL number is progressively rolling out through the Hospital and Health Service regions to meet local need.

## Rural and Remote Action 19

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<b>Agency:</b>	Queensland Health
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Responsive and accessible services
<b>Action:</b>	Expand service options for young people with a severe and persistent mental illness living in rural and remote Queensland. In 2015-16 these expanded options include the establishment of two four-bed youth residential rehabilitation services and two family residential services consisting of two self-contained two-bedroom units in Townsville, as well as an Assertive Mobile Youth Outreach Service in Rockhampton and Cairns. Planning is also underway for a step-up step-down unit in Cairns.

### Implementation:

- Youth Residential Rehabilitation Units (YRRU) services are delivered as a partnership between mental health and community support services to provide clinical and psychosocial support to a young person (16-21 years) with severe complex and persistent mental illness in a rehabilitative and residential environment.
- YRRU initiative is fully implemented with YRRUs operational in 2016. Family accommodation commenced in February 2016.
- In June 2015, Government announced capital funding for the construction of a Youth Prevention and Recovery Centre (Y-PARC) service for Cairns
- Y-PARC will provide short-term community based rehabilitation in a residential setting for people aged between 16 and 21 years who require support for mental health issues.
- Site selection and design for the Cairns Y-PARC is currently underway.
- Assertive Mobile Youth Outreach Service (AMYOS) is a state-wide coordinated initiative providing assertive community treatment service, delivered by mental health clinicians, who provide recovery-oriented assessment and treatment for young people with complex mental health needs. AMYOS is currently located in North Brisbane, Rockhampton South Brisbane, Redcliffe-Caboolture, Gold Coast, Logan, Townsville, Cairns and Central Queensland.

### Next steps:

- MIND Australia is contracted by Children's Health Queensland HHS to deliver the YRRU in Townsville service to 30 June 2018.
- Operational funding has been allocated for the new Cairns Y-PARC service from 2017-18 under *Connecting Care to Recovery 2016-2021: A plan for Queensland's State funded mental health, alcohol and other drug treatment services*. It also provides for additional enhancements to the AMYOS state-wide service



## Rural and Remote Action 20

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<b>Agency:</b>	Department of Communities Child Safety and Disability Services
<b>Action Status:</b>	Action complete
<b>Priority area:</b>	Responsive and accessible services
<b>Action:</b>	Establish an integrated response to domestic and family violence in Mount Isa. In 2016–17, a new integrated response will be established in Mount Isa, centred on a multi-agency High Risk Team. This team provides a forum for appropriate information sharing across government and non-government agencies to ensure risk assessments are comprehensive, inform safety planning and risk management and facilitate swift and flexible action across agencies to support safety needs.

### Implementation:

- The Department of Communities, Child Safety and Disability Services contracted Save the Children to provide an integrated suite of services in Mount Isa, including the Family and Child Connect, the Intensive Family Support and the Specialist Domestic and Family Violence Lead Coordinator of the Integrated Response Trial and High Risk Team (HRT).
- A local integration manager was appointed to drive the place-based co-design of the integrated service response model, including the HRT.
- Save the Children commenced operations in March 2017 and is in the establishment phase, with recruitment to the HRT Coordinator underway.
- Information sharing guidelines to support domestic and family violence legislative amendments were developed, and HRT members have received initial training in the guidelines.
- The Domestic and Family Violence Common Risk and Safety Framework (including common risk assessment tools and the HRT model) was developed based on evidence and best practice (through co-design processes involving key stakeholders).
- The initial Information Communication Technology solution to support the HRTs was developed.
- The Queensland Centre for Domestic and Family Violence Research commenced its Stage 1 Evaluation of the trial.

### Next steps:

The Department of Communities, Child Safety and Disability will continue to oversee the implementation of this suite of services in Mount Isa.

### More

#### information:

<https://www.communities.qld.gov.au/gateway/end-domestic-family-violence>

## Rural and Remote Action 21

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Responsive and accessible services
<b>Action:</b>	Jobs Queensland will continue to provide strategic industry advice to government on skills demand and future workforce planning. To facilitate consistent and informed advice to Government, Jobs Queensland will also engage with the Queensland Mental Health Commission and related departments and bodies on matters related to rural and remote mental health workforce issues.

**Implementation:**

Jobs Queensland has been working with industries across Queensland to identify a range of issues and provide advice relating to future skills needs, workforce development and planning, and the apprenticeship and traineeship system in Queensland. As part of this, Jobs Queensland worked with the Queensland Agricultural Workers Network and the Rural Jobs and Skills Alliance to identify workforce issues, and with the Health and Community Workforce Council, health workers and National Disability Insurance Scheme stakeholders to identify further research needs.

**Next steps:**

Jobs Queensland will continue to work with industries and stakeholders across Queensland to consult and develop and provide advice to Government, this work includes piloting regional approaches to anticipating skills needs and workforce planning and development.

**More****information:**

Further information on Jobs Queensland is available at <https://www.jobsqueensland.qld.gov.au>

## Rural and Remote Action 22

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<b>Agency:</b>	Department of Education and Training
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Responsive and accessible services
<b>Action:</b>	Build the awareness capability and support of Department of Education and Training staff by: - development and conduct of information sessions promoting the benefits of workplace wellbeing programs for staff in rural and remote areas - development and promotion of guidance material and resources to support implementation of workplace wellbeing programs - development and promotion of awareness and other training packages for staff in rural and remote areas to assist identification and response to mental health issues.

### Implementation:

Information sessions promoting the benefits of workplace wellbeing programs have been delivered to Department of Education and Training workplaces. A training program to increase the capability of workplaces and schools to plan, develop and implement a workplace wellbeing program has been developed and delivered to workplaces in the Department. A step by step guide to planning, developing and implementing workplace Wellbeing Programs, accompanied by resources, templates and forms is available online to ensure access for rural and remote locations. Case studies are also provided online to provide practical examples of how schools are incorporating wellbeing into their schools. A short training module on Mental Health in the Workplace is under development.

### Next steps:

The development of an online version of the wellbeing program training module is underway to be accessible to rural and remote schools and workplaces across DET be delivered to school staff and workplaces. Online versions of training modules currently delivered face to face will be developed to increase access to workplaces and school staff and incorporated into existing online staff wellbeing resources currently available to DET staff. Development of a short module - Mental Health in the Workplace will be completed in 2017-18 and delivered in DET workplaces as required. A face to face and online version of this module will be developed.

## Rural and Remote Action 23

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action commenced and not on track
<b>Priority area:</b>	Responsive and accessible services
<b>Action:</b>	Improve training and resources for youth justice staff to increase capacity to provide specific, individual offence-focused responses to young people in rural and remote Queensland. Youth Justice is developing resources and improving training to increase staff capacity to provide offence specific responses to young people across Queensland on community orders and in detention. These improvements include developing: - an app for Aboriginal and Torres Strait Islander wellbeing - an early intervention strategy including responding to rural and remote specific issues - a drug and alcohol strategic plan that considers rural and remote issues - resources for working with high risk violent and sexual offenders - resources that facilitate delivery of cognitive behavioural interventions to young people with limited literacy.

**Implementation:**

Youth Justice has commenced development of an app to facilitate delivery of cognitive behavioural interventions to young people including (Aboriginal and Torres Strait Islanders) with limited literacy. Due to competing priorities and change in circumstances associated with introduction of 17 year-olds to the youth justice system, the early intervention strategy and drug and alcohol strategic plan have both been commenced but not completed.

**Next steps:**

Youth Justice will continue to develop an early intervention framework and a strategic plan for addressing drug and alcohol issues.

## Rural and Remote Action 24

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Responsive and accessible services
<b>Action:</b>	Provide resilience training for rural and remote Corrective Services staff to assist them in managing the personal impact of attending to traumatic or stressful situations and ensure they have access to the appropriate support services. Queensland Corrective Services (QCS) is committed to improving the safety, culture and wellbeing of all employees. To support this commitment, QCS is developing a number of interactive staff resources which focus on improving stress management, self-talk, work/life balance, self-awareness and mindfulness. Staff resilience programs will be introduced in 2016-17 as QCS recognises the importance emotional resilience plays in an employee's overall health and wellbeing. Participation in these resources also aims to promote access to additional supports, such as the Employee Assistance Program.

**Implementation:**

Resilience training was delivered to all case managers, undertaking entry level Practitioner Development Program at the Queensland Corrective Services (QCS) Academy, including those case managers appointed to rural and remote locations. In excess of 60 new QCS staff undertook this training during the 2016-17 financial year.

**Next steps:**

The Queensland Corrective Services Academy is currently involved in a review of probation and parole training, resulting from a Parole Board Review. Focus on resilience training will be included.

## Rural and Remote Action 25

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<b>Agency:</b>	Department of Justice and Attorney-General
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Responsive and accessible services
<b>Action:</b>	Ensure all staff from Probation and Parole in Queensland Corrective Services have a working knowledge of the Operational Practice Guidelines for managing offenders (particularly from rural and remote communities) identified as at increased risk of mental health concerns, including appropriate risk mitigation strategies. There is a high prevalence of mental health problems in the offender and prisoner population in comparison to the general population and these mental health problems often contribute to offending behaviour and imprisonment. Women prisoners particularly have a much higher incidence of mental health problems. To complement the guidelines for managing offenders identified at an increased risk of mental health concerns, QCS is focusing on increasing professional development of staff. A number of programs are currently available, and others in the process of being developed, which focus on mental health first aid training (including Indigenous specific training) and suicide assessment and awareness training.

### Implementation:

Queensland Corrective Services (QCS) remains committed to providing procedural guidance and professional development on managing mental health and suicide. In 2016-17 Probation and Parole staff from every region, including remote regions, participated in train-the-trainer training relating to the management of at-risk persons and then delivered this training to staff in their respective regions. Probation and Parole staff have also participated in Mental Health First Aid training. This training focuses on suicide prevention and understanding, triaging and responding to heightened mental health conditions.

### Next steps:

Queensland Corrective Services (QCS) are currently working with Queensland Health on an Memorandum of Understanding (MoU) for information sharing and an updated Operational Practice Guideline is being prepared. The MoU will provide broad information sharing ability between various QHealth agencies and Probation and Parole inclusive of the area of at-risk and mental health.

## Rural and Remote Action 26

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<b>Agency:</b>	Department of Agriculture and Fisheries
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Responsive and accessible services
<b>Action:</b>	Deliver regional health expos for staff in the Department of Agriculture and Fisheries. In late 2015, the Department of Agriculture and Fisheries rolled out a series of 'health clinics' at seven locations within the north, central, south and south-east regional areas (further to the sessions already held in Brisbane).The 'expos' provided staff an opportunity to receive a 10-15 minute, confidential health check on lifestyle factors (i.e. nutrition, exercise, smoking, alcohol, stress) and measured cholesterol, glucose, BMI and blood pressure. Results were discussed with a health consultant and individual strategies/recommendations were provided for a healthier lifestyle. The Health Expos are a proactive initiative to help individuals identify areas in their health that could present a future risk or could simply benefit from a little pre-emptive attention. Additionally, an aggregated fully de-identified report is provided to the department to inform design of wellness programs for the future.

**Implementation:**

Regional health expos for Department of Agriculture and Fisheries (DAF) staff were held in August and September 2015. The DAF Health Expos were conducted in Toowoomba, Nambour, Cairns, Townsville, Rockhampton, Ecosciences Precinct, and Primary Industries Building. In total, there were 375 participants. As these health expos are expected to run every two years there were no expos held in the 2016-17 financial year.

**Next steps:**

New regional health expos are likely to be delivered in late 2017.

## Rural and Remote Action 27

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<b>Agency:</b>	Queensland Police Service
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Responsive and accessible services
<b>Action:</b>	Support Queensland Police Service (QPS) staff who support the community. The QPS will continue to deliver a suite of in-house staffing strategies and initiatives, including needs based allocations, targeted advertising strategies, rotational opportunities and other incentives, to ensure that there is appropriate police resourcing in rural and regional areas to support officer wellbeing and deliver effective responses to the community.

**Implementation:**

The Queensland Police Service (QPS) proactively analyses vacancies across the service to ensure a needs basis allocation of staff. The rural and remote incentives scheme adopted by the QPS in 2016 ensures Constable allocations are conducted on a needs basis to ensure sufficient levels of operational police are available in priority areas. Targeted vacancies ensure an emphasis on staff rotation to remote locations ensures that staff levels are maintained in hard to fill areas, and prioritising the transfer for members who have served in rural or remote areas of the state for prolonged periods or in specific and compassionate circumstances.

**Next steps:**

This is an ongoing strategy.



## Rural and Remote Action 28

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<b>Agency:</b>	Department of Science Information Technology and Innovation
<b>Action Status:</b>	Action ongoing
<b>Priority area:</b>	Responsive and accessible services
<b>Action:</b>	Improve connection to Queensland Government services for rural and remote customers. The Department of Science, Information Technology and Innovation will explore opportunities to leverage whole-of-government capabilities developed by the Queensland Government One-Stop Shop program, which aims to make services simpler, clearer and faster. Specific areas for investigation include options to trial proactive and personalised service delivery to streamline and join-up services and information provision around the customer's needs including those related to mental health and wellbeing.

### Implementation:

During the 2016-17 financial year, Department of Science, Information Technology and Innovation (DSITI) through the One Stop Shop program has:

- Engaged with over 750 Queenslanders in areas outside of South-East Queensland (via a series of approaches including face-to-face and phone interviewing, and online surveys) to better understand their current usage and needs in relation to accessing and using services and information, with a particular focus on how government can provide proactive and personalised service delivery.
- Conducted an innovation sprint focused on 'ensuring that families in crisis receive assistance sooner, and communities are empowered to speak with and assist families in their communities'. It explored possible improvements to their manual paper-based 'Child and Family Wellbeing Checklist'. The outcome was a digital proof-of-concept that used technology (for example natural language and decision tree based content) to determine the most appropriate support information relevant to the cultural requirements.

### Next steps:

- Work with Queensland Health and relevant partners to explore opportunities to join up service information on programs to support access to mental health and wellbeing services for rural and remote communities.
- Investigate regional service transformation needs and implement relevant initiatives as part of the North West Minerals Province. DSITI will work with Department of State Development, the Community Hubs and the Partnerships Program to support better joined up government services and improve the customer experience.

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