

Queensland Mental Health Commission

Early action

*Queensland Mental Health Promotion,
Prevention and Early Intervention
Action Plan 2015-17 Summary*

Acknowledgement

The Queensland Government and the Queensland Mental Health Commission would like to thank members of the community and stakeholders for their contribution to developing the Action Plan. We particularly acknowledge those who have a lived experience of mental health or drug and alcohol issues for sharing their personal experiences to inform a renewed approach and our actions.



Our shared goal

The Queensland Mental Health Promotion, Prevention and Early Intervention Action Plan 2015-17 will contribute to improving the mental health and wellbeing of all Queenslanders and also seeks to reduce the incidence, severity and duration of mental illness.

The Action Plan realises a commitment of the *Queensland Mental Health, Drug and Alcohol Strategic Plan 2014-2019* (the Strategic Plan) to implement actions focused on mental health promotion, prevention and early intervention.

It is founded on a whole-of-population and life course approach to ensure all Queenslanders are able to **Start Well, Develop and Learn Well, Live Well, Work Well and Age Well**.

The Action Plan focuses on actions to:

- improve and maintain the mental health and wellbeing of all Queenslanders at all ages and stages in their lives
- prevent and intervene as early as possible where there is an identified risk of poor mental health or mental illness due to individual, social, and or environmental circumstances
- improve the mental health and wellbeing of people living with mental illness by supporting their recovery and removing barriers to full participation in work, education and community.

The approach taken addresses the mental health and wellbeing of all Queenslanders while also customising actions to the specific needs of groups and populations who may be at increased risk of poor mental health or mental illness.

The Action Plan consolidates and builds on the substantial contributions already being made by all levels of government, and across all sectors, to the mental health and wellbeing of Queenslanders of all ages, backgrounds and circumstances. It provides the first overarching and integrated view of how the contributions of these many sectors, programs and services, while largely occurring independently, are together improving mental health and wellbeing and reducing the incidence, severity and duration of mental illness in Queensland.

The Action Plan supports efforts to reduce suicide and its impact on Queenslanders outlined in the *Queensland Suicide Prevention Action Plan 2015-17*. The development of the Queensland Alcohol and other Drug Action Plan will also seek to prevent and reduce the adverse impact of alcohol and drugs on the wellbeing of Queenslanders.

It will be complemented by a new Queensland Mental Health and Alcohol and Drug Services Plan which will focus on treatment services, the Queensland Aboriginal and Torres Strait Islander Social and Emotional Wellbeing Action Plan and the Rural and Remote Action Plan which will address the specific needs of these various groups.

The Action Plan is based on evidence about what works to improve mental health and wellbeing and reduce the incidence, severity and duration of mental illness; and is informed by the views of many Queenslanders, academics, service providers and representatives from government and non-government organisations.

What we heard

Over 340 stakeholders shared their views about how to improve the mental health and wellbeing of Queenslanders at forums and events held in March and April 2015, and in responses to a publicly released discussion paper.

All stakeholders supported the need to improve mental health and wellbeing, and reduce the incidence, severity and duration of mental illness, and in doing so the need to:

- shift the focus from the 'burden' of mental illness to improving mental health and wellbeing, illness prevention and early intervention
- better balance the investment to enable early and holistic intervention at the individual, community and population levels
- build capacity and share responsibility for mental wellbeing among individuals, families, schools, services, workplaces and communities
- foster an understanding of, and capability for, 'return to wellness' at every opportunity
- direct attention to addressing the social conditions and factors related to our daily living that foster and support mental health as well as disrupt and erode it
- recognise that some groups require specific focus and different approaches may be needed to address the diversity across the population.

Stakeholders shared their views about potential actions and initiatives. Many of the actions identified by stakeholders have been included in the Action Plan.

Shifting our focus to wellbeing and prevention

The World Health Organisation defines mental health as:

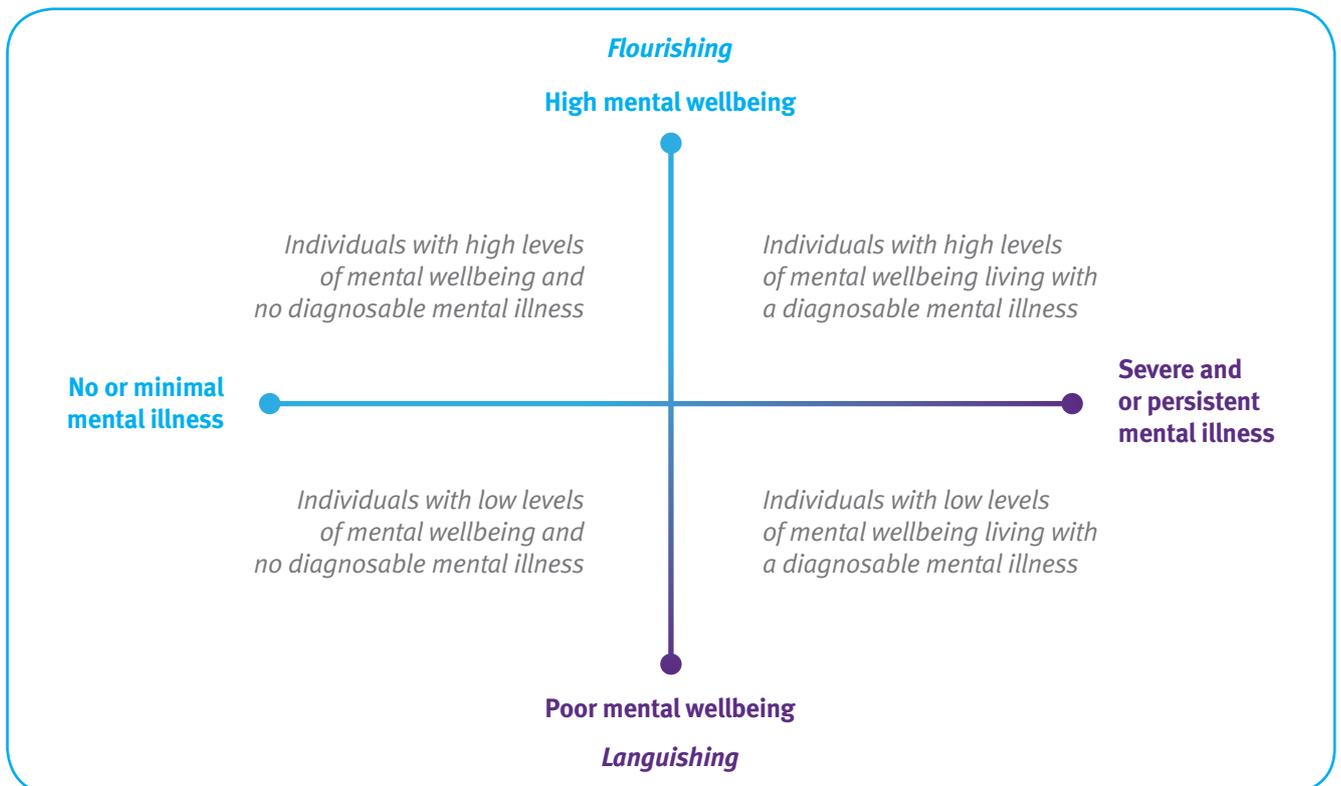
‘more than the absence of mental disorders... (it) is a state of wellbeing in which the individual realises his or her own abilities, can cope with the normal stresses of life, can work productively, and is able to make a contribution to his or her community’¹.

A contemporary view of mental health and wellbeing, as depicted in Figure 1, recognises that individuals can experience poor mental health and wellbeing with or without experiencing a mental illness. It is also possible to live with mental illness and experience positive levels of mental health and wellbeing².

People with higher levels of mental health and wellbeing are healthier, better able to take care of their own needs, are more productive and resilient in the face of challenges such as unemployment, natural disasters, migration, and the many changes in life circumstance that can occur³.

Substantial and long term improvements in outcomes are also possible for communities, government and the economy by promoting mental health and wellbeing, preventing mental illness and intervening early in life as well as early in the onset of mental illness⁴.

Figure 1: Dual continua model adapted from Tudor (1996)



Mental health and mental illness in Queensland

While many Queenslanders experience good mental health and wellbeing, poor mental health and mental illness are common and exact a substantial toll on individuals, families, communities and the economy.

Psychological distress is a (negative) measure of the overall mental health and wellbeing of the population⁵. In 2011-12, 10.8 per cent of adult Queenslanders reported very high or high levels of psychological distress⁶. This was higher than in most states and territories but the same as the national average.

In 2011-12 around 900,000 Queenslanders experienced a mental illness or substance use disorder with:

- More than half experiencing mild disorders (492,000)
- 249,000 experiencing moderate disorders
- 156,000 people experiencing a severe disorder⁷.

Impact of poor mental health and mental illness

Poor mental health and mental illness impact individuals, families, classrooms, workplaces, the broader community and the economy.

For individuals the impact can be far-reaching and long-lasting, influencing outcomes in many areas of life. Poor mental health is associated with poorer physical health, problematic substance use, lower educational attainment and workforce participation, social exclusion and isolation, poverty and homelessness.

Poor mental health also hinders recovery for those living with mental illness and increases their reliance on acute mental health and social services and supports.

A framework for comprehensive action

The Action Plan adopts a comprehensive framework to improve mental health and reduce the incidence, severity and duration of mental illness that involves three elements:

- a whole-of-population approach that recognises the unique needs and circumstances of different groups and communities
- a cross-sectoral approach that reflects the shared roles and responsibilities across all sectors and all levels of government
- a coordinated approach that fosters collective impact at the strategy, policy and service levels.

Our priority areas

Our mental health needs are dynamic and change throughout our lives in response to life experiences and circumstances, as well as the natural process of maturing and ageing.

The Action Plan focuses on those life stages and transitions that require specific conditions and opportunities to ensure the best outcomes for individuals and the community.

The Action Plan will enable all Queenslanders to ***Start Well, Develop and Learn Well, Work Well, Live Well and Age Well.***

Start Well

Setting the foundations

The foundation for lifelong mental health and wellbeing is set during a child's early years and starts before conception.

Our *Start Well* focus

- Support parents, families and caregivers as the child's first mental health coach
- Support Queensland infants and young children to thrive
- Take early and effective action when children and families are experiencing risk factors, poor mental health and mental illness.

Focus actions to *Start Well*

A wide array of programs and initiatives are contributing to children in Queensland getting the best possible start in life, as well as supporting early detection and intervention. These initiatives will continue to be implemented and new initiatives will further promote and support the best possible start in life for Queensland children. 'Our actions' section lists all the new and continuing actions. Among these are the following:

- **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 (*Department of Education and Training*).
- **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 (*Department of Education and Training*).
- **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 (*Department of Communities, Child Safety and Disability Services*).

Develop and Learn Well

Achieving our full potential

Childhood and adolescence are the foundation for lives with purpose and meaning, contributing to happy and productive individuals, families and communities.

Our *Develop and Learn Well* focus

- Support parents, families and caregivers to promote good mental health and wellbeing
- Build the capacity of schools, health and other services to support good mental health and wellbeing
- Support early detection and intervention with mental health problems and illness in children and young people.

Focus actions to *Develop and Learn Well*

A wide array of programs and initiatives in Queensland are contributing to supportive and nurturing family, learning and community environments, early detection and intervention with risk factors for, and signs of, mental health problems and illness in children and young people. These initiatives will continue to be implemented. New initiatives will further support the mental health and wellbeing of children and young people and early detection and intervention for these age groups. The new and continuing actions are listed in the 'Our actions' section. Among these are the following:

- **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 the 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 (*Queensland Family and Child Commission*).
- **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 (*Department of Communities, Child Safety and Disability Services*).
- **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 (*Department of Education and Training*).

Live Well

Connected and inclusive communities

The community in which we live influences all facets of our lives and plays an important role in supporting good mental health and wellbeing. This includes community attitudes and socio-economic conditions. Enhancing social inclusion, reducing stigma and discrimination and addressing socio-economic factors can support improved mental health and wellbeing.

Our *Live Well* focus

- Improve community understanding of positive mental health and wellbeing and actions to enhance and maintain it
- Address stigma and discrimination associated with mental health problems and mental illness
- Support those at risk of poor mental health and wellbeing
- Support detection and intervention as early as possible with mental health problems and mental illness across all ages and groups.

Focus actions to *Live Well*

Many services and initiatives in Queensland contribute to building inclusive and supportive communities and improving the early detection and intervention of mental health problems and illness across the population. New initiatives will further support the mental health and wellbeing of individuals and communities and improved awareness of mental health and mental illness. The 'Our actions' section lists the new and continuing actions. Among these are the following:

- **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 (*Queensland Mental Health Commission*).
- **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 (*Department of Communities, Child Safety and Disability Services*).
- **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 (*Queensland Mental Health Commission*).

Work Well

Productive and inclusive workplaces

Many adults spend more waking hours in the workplace than anywhere else. The workplace can play an essential role in helping people reach their full potential and contribute to positive mental health. However, the workplace can also be a highly stressful environment that can contribute to the development of mental health problems and disorders. Being unemployed also has a negative impact on mental health and wellbeing.

Our *Work Well* focus

- Support mentally healthy workplaces
- Support early detection and appropriate management of mental health problems and illness in the workplace
- Increase training and employment opportunities for people with a lived experience of mental illness.

Focus actions to *Work Well*

A wide array of programs and initiatives in Queensland are contributing to promoting and supporting mentally healthy workplaces and the early detection and intervention of mental health problems and illness in workplaces. A number of new initiatives will further support mentally healthy workplaces and improved awareness and support of mental illness among the working population. The new and continuing actions are listed in the 'Our actions' section. Among these are the following:

- **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 (*Queensland Treasury, Office of Fair and Safe Work*).
- **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 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 (*Queensland Treasury, Office of Fair and Safe Work*).
- **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 (*Queensland Health*).
- **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 (*Anti-Discrimination Commission Queensland*).
- **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 (*Queensland Police Service*).

Age Well

Involved and active lives

Older people make a valuable and often underestimated contribution to the community and economy. It is during this life stage however that community attitudes and expectations play a significant influence on the mental health and wellbeing of older people.

Our *Age Well* focus

- Support mentally healthy and active ageing
- Improve access to support services
- Support the early detection and appropriate management of mental health problems and mental illness.

Focus actions to *Age Well*

A wide array of programs and initiatives in Queensland are contributing to mentally healthy and active ageing and the early detection and intervention of mental health problems and illness in older people. A number of new initiatives will support mental health and wellbeing in older people. The new and continuing actions are outlined in the 'Our actions' section. Among these are the following:

- **Develop a strategy to support the wellbeing and inclusion of older people in Queensland** through a range of initiatives and partnerships that are focused on creating age-friendly communities (*Department of Communities, Child Safety and Disability Services*).
- **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 (*Queensland Health*).
- **Provide the Older People's Action Program**, delivered by 20 services across Queensland to extend and strengthen personal and community connectedness of people over 60 who are at risk of social isolation (*Department of Communities, Child Safety and Disability Services*).



Our actions

Our new actions to *Start Well*

Department of Education and Training

1. **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.
2. **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.
3. **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.
4. **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.

Department of Communities, Child Safety and Disability Services

5. **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.

Queensland Mental Health Commission

6. **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 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).

Queensland Health

7. **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.

Our continuing actions to *Start Well*

Department of Education and Training

8. **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.

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

10. **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.

11. **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.

Department of Communities, Child Safety and Disability Services

12. **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
 - improving priority access to health care services for young people who are leaving, or have left, the care system.
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Queensland Health

13. **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.

14. **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.

15. **Provide specialist Perinatal and Infant 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' 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.

16. **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.

17. **Provide 0-4 Child and Youth Mental Health Service (CYMHS) and 0-4 Family Support Services to deliver 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.

Queensland Mental Health Commission

18. **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.
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Our new actions to *Develop and Learn Well*

Department of Education and Training

19. **Increase the Department of Education and Training staff capacity for better early detection and support** of mental health problems and mental illness 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.

20. **Extend the Success Coach Initiative to 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.

21. **Develop an Indigenous Education Action Plan** that prioritises inclusion of culture and identity, symbolism and belonging.

Queensland Family and Child Commission

22. **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.

Department of Communities, Child Safety and Disability Services

23. **Engage with young people and youth services to establish whole-of-government and community priorities** to improve social and economic opportunities for young Queenslanders.

24. **Invest in a new youth support service model**, and supporting resources, to enable existing organisations to 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.

Department of Justice and Attorney-General

25. **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.

Department of Science, Information Technology and Innovation

26. **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.

Queensland Mental Health Commission

27. **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.

28. **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.

Our continuing actions to *Develop and Learn Well*

Queensland Family and Child Commission

29. 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.

Department of Education and Training

30. Support and develop senior guidance officers in regions and guidance officers in schools, as lead staff managing and responding to student mental health concerns.

31. 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.

32. Promote school-wide universal social and emotional frameworks and initiatives, such as KidsMatter Primary, MindMatters and Schoolwide Positive Behaviour Support (Positive Behaviour for Learning). Currently, 467 primary schools are engaged with KidsMatter, over 60 secondary schools with MindMatters (since the 2015 redevelopment), and 421 schools are engaged with Schoolwide Positive Behaviour Support.

33. Support schools with complex case management for students requiring intensive support.

34. Roll out a suite of professional support training and resources for educators working with children with disability and or complex additional behavioural needs.

35. Provide supported training pathways 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.

Department of Communities, Child Safety and Disability Services

36. 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.

Queensland Health

37. 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.

38. 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.

Department of National Parks, Sport and Racing

39. Deliver the *Get Started Vouchers Program* that supports children aged five 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.
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40. Produce a range of early childhood educational resources in electronic form for promoting physical activity in babies, toddlers and pre-schoolers.
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Queensland Mental Health Commission

41. Partner with *beyondblue* to support dissemination and uptake of the programs, services and resources which supports mental health and wellbeing of children and young people. This includes:
- **youthbeyondblue** — *beyondblue*'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.
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Our new actions to *Live Well*

Department of the Premier and Cabinet

42. Develop and implement a Domestic and Family Violence Prevention Strategy and Implementation Plan in response to the *Not Now, Not Ever* Report.

Department of Communities, Child Safety and Disability Services

43. Design and implement a new financial resilience program over three years, commencing 2016-17, to support vulnerable Queenslanders to respond better to financial stresses, personal issues and cost of living pressures.
44. 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.
45. 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.
46. 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.

Department of Housing and Public Works

47. 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.

Department of Science, Information Technology and Innovation

48. Promote opportunities for researchers, businesses and entrepreneurs to research, explore and develop solutions to address mental health and mental illness challenges under the Advance Queensland initiative.

Department of Justice and Attorney-General

49. 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.

Queensland Mental Health Commission

- 50. 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.
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- 51. 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.
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- 52. 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 a 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.
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- 53. 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 stigma reduction activities focused on contact based education that involve positive exposure with people with a lived experience of mental illness sharing their experiences of mental illness and recovery.
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- 54. 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 non-clinical 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.
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Our continuing actions to *Live Well*

Department of the Premier and Cabinet

55. Implement the Queensland Government's response to the report of the Domestic and Family Violence Taskforce Report (*Not Now, Not Ever Report*).

Department of Communities, Child Safety and Disability Services

56. 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.

57. **Coordinate human and social recovery support following disasters** to assist individuals, families, and communities to recover through the provision of personal support and counselling.

Queensland Health

58. Support wellbeing centres in Aurukun, Coen, Hopevale and Mossman Gorge which provide a range of social and emotional wellbeing services.
59. 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.
60. 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.
61. 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.
62. 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.
63. 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.
64. 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.

65. **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 integrated with local providers, services, general practitioners and communities.

66. **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 the State Health Emergency Coordination Centre and State Human and Social Recovery Group.

67. **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.
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Queensland Police Service

68. **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 required when acting as first responders to situations involving people living with mental illness.

69. **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.

Arts Queensland

70. **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.

Queensland Mental Health Commission

71. **Provide \$645,000 to *beyondblue* for 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*.
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Our new actions to *Work Well*

Department of Education and Training

72. **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 a short training package on identifying and responding to mental health problems in the workplace.

Queensland Treasury, Office of Fair and Safe Work

73. **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.

Anti-Discrimination Commission Queensland

74. **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.

Queensland Police Service

75. **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.

Department of Environment and Heritage Protection

76. **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.

Queensland Mental Health Commission

77. **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 and identify opportunities for social enterprises to mature and develop.

78. **Promote the importance of the lived experience of mental illness in service planning and delivery including through the peer workforce.**

Department of National Parks, Sport and Racing

79. **Deliver the 2015-16 Health and Wellbeing Program** that will focus on enhancing 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.

Our continuing actions to *Work Well*

Queensland Treasury, Office of Fair and Safe Work

80. **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 five stages so that organisations can independently assess whether their workers are at high risk of mental health problems at their workplace and identify whether their workers are at a high risk of mental health problems in 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.

Queensland Health

81. **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.
82. **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.

Queensland Fire and Emergency Services

83. **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.

Department of Education and Training

84. **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.**
85. **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.
86. **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.

All relevant Queensland Government agencies

87. **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.

Queensland Mental Health Commission

88. **Work with *beyondblue* 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.

Our new actions to *Age Well*

Department of Communities, Child Safety and Disability Services

89. Develop a strategy to support the wellbeing and inclusion of older people in Queensland through a range of initiatives and partnerships that are focused on creating age-friendly communities.
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Queensland Health

90. 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.
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Our continuing actions to *Age Well*

Department of Communities, Child Safety and Disability Services

91. **Provide five Seniors Legal and Support Services** (located in Hervey Bay, Cairns, Townsville, Toowoomba and Brisbane) to 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.
92. **Provide the Older People's Action Program**, delivered by 20 services across Queensland to extend and strengthen personal and community connectedness of people over 60 who are at risk of social isolation.
93. **Implement the 60 and Better Program**, delivered by 23 services across Queensland, and 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.
94. **Support Older Men's Groups, delivered in Hervey Bay and Toowoomba to respond to the mental health needs of older men** and assist 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 within the community, and social and personal development activities to enhance skills, participation and confidence.
95. **Provide the Seniors Enquiry Line**, a statewide information and referral service that provides Queensland seniors and grandparents, their family, friends 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.
96. **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.

97. **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.

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

Queensland Mental Health Commission

99. **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 among people aged over 60 about how they can stay mentally healthy as they get older.
 - **Ageing well** — 'Over Bl**dy Eighty', the collected personal stories of older Australians' booklet showcasing strategies for ageing well. A variety of older people talk about how they support their mental health.
 - **'Connections Matter' booklet** — which 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 that 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.

Governance

The Queensland Mental Health Commission will establish working groups in following areas:

- *Start, Develop and Learn Well*
- *Work Well*
- *Live Well*
- *Age Well.*

The working groups will involve representatives of government and non-government agencies to plan, coordinate and monitor the implementation of the broad range of actions that are included in this Action Plan. They will also consider emerging good practice and issues impacting Queenslanders.

Each agency will have responsibility for implementing the actions they lead. Many of these actions involve partnerships and collaborative work with other agencies and will involve separate governance arrangements.

Monitoring and reporting

This Action Plan contributes to a number of long-term outcomes set by the Strategic Plan including:

- Improving the mental health and wellbeing of Queenslanders
- Reducing stigma and discrimination
- Reducing avoidable harm
- People living with mental health difficulties have a life with purpose.

While there are many different ways of reporting on these outcomes, work needs to continue to identify robust measures.

The Commission is working with the Office of the Government Statistician and other stakeholders to develop indicators and measures. The Commission will report on levels of psychological distress as an indicator for mental health and wellbeing. This will be reported as part of annual reporting on the Strategic Plan's implementation. A report on additional and potential indicators and measures will also be published during 2015-16.

To ensure implementation, the Commission will also monitor implementation of this Action Plan. It will also publish a report annually as part of the reporting on the Strategic Plan's implementation.

Our next steps

To support continuous improvement, this Action Plan will be reviewed after 18 months. The review will consider the effective implementation of this Action Plan and the steps and actions that could be taken in the future. It will also consider the Australian Government's response to the national review.

This Action Plan acknowledges that there is more to be done in regard to the scope and integration of the mental health promotion, illness prevention and early intervention efforts. Among the areas that we will continue to develop and foster under this plan and into the future are:

- strengthening and embedding the systemic leadership and accountability required of a sustainable and effective whole-of-government and cross-sectoral approach
- monitoring the depth, breadth and effectiveness of activity across the separate elements of the this Action Plan and ensuring that the factors that are most influential and amenable to change in Queensland are appropriately prioritised
- fostering the conditions and mechanisms for effective cross sectoral action including strengthening capacity, knowledge transfer and building the evidence base.

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Further information

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Translation

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the Action Plan, you can contact us on **1300 855 945** and we will arrange an interpreter to effectively communicate the report to you.



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