



Inquiry into Annual and Financial Reports 2023–2024

Answer to question taken on notice

Asked by: Miss Laura Nuttall MLA

Addressed to: Ms Rachel Stephen-Smith MLA, Minister for Mental Health

In relation to: Location of mental health services

Hearing: 11 February 2025

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Transcript provided: 14 February 2025

Answer Due: 21 February 2025 5.00 pm

Minister Stephen-Smith took on notice the following question(s):

MISS NUTTALL: Beautiful. Thank you. And then, just briefly on the Tuggeranong hub that you mentioned, would you just be able to—apologies that I am not across this. I am thrilled to hear that there is a Tuggeranong centre.

Ms Stephen-Smith: Well, this is the thing that was called Head to Health and Head to Health Kids that is now called the Medicare Mental Health Centre. So Dr Miller might be able to talk more about the Commonwealth investment.

Dr Miller: Yes. So under the National Mental Health and Suicide Prevention Agreement and the bilateral schedule the ACT government has with the Commonwealth, we have a number of initiatives specifically focused on youth. One of those is the Head to Health Kids, or the Medicare Mental Health Centre for Kids. We are in the process of developing that initiative, and the site that has been decided is in Tuggeranong. We are hoping for that to develop that up into a hub on the south side, which would help address some of the specific needs for youth and young people.

MISS NUTTALL: And do you mind me asking the expected demographic of that? Like, what sort of ages will it serve?

Dr Miller: Head to Health Kids. I will just refer here to exactly what has been announced. Zero to 12 years

MISS NUTTALL: Zero to 12. Beautiful. Thank you. And just to compare that to Safe Haven, Safe Haven, to the best of my knowledge, goes to a slightly older cohort.

Dr Miller: That is right, yes.

MISS NUTTALL: So Belconnen would still probably be the only services for young people outside of that zero to 12 cohort?

Ms Stephen-Smith: So the idea for the mental Medicare Mental Health Centre for Kids is to co-locate it with the Medicare Mental Health Centre for Adults, which I think is already established in Tuggeranong, is it not?

Dr Miller: It is already established in Civic and there is an intention to have a satellite in Tuggeranong, but it has not been confirmed about that yet.

MISS NUTTALL: Beautiful, and that adult service would be equipped to support young people 12 and up as well?

Dr Miller: The adult version?

MISS NUTTALL: Yes, in Tuggeranong.

Dr Miller: I want to say 16, but I would like to confirm that, please.

Ms Stephen-Smith: We will take on notice to provide like a full sort of breakdown of where those Commonwealth and ACT community based services are because I think, yes, part of the challenge for us is that between Headspace, which obviously there is one in Civic, and these other services, there is quite an ecosystem of different things. And part of the challenge is understanding what that looks like in the community, and then creating—ensuring that our investment is building on a more navigable system, rather than adding another thing that is going to be a little bit different, but kind of the same, and yes, people do not really know where to go.

Minister Stephen-Smith: The answer to the Member's question is as follows:

The ACT's Mental Health System includes a combination of primary, secondary and tertiary mental health services across community and hospital settings. Care is delivered by a variety of providers, including services funded through the Commonwealth Government, the ACT Government, non-government organisations and a mix of private providers. Services are provided across a spectrum of mental health needs including promotion, prevention, early intervention, sub-acute and acute services.

Within this system the Commonwealth and ACT funded community-based programs that provide mental health support on a 'walk-in' basis include services divided into different categories:

Drop-in Support

Safe Haven Belconnen – offers people over 16 years in distress an opportunity for connection and support from peer workers in a non-clinical environment. No appointment is needed, and services are free.

Medicare Mental Health Centre – offers free face-to-face and phone-based psychiatric and psychological support from mental health professionals to anyone over 16 years. Supports people to connect with services and can provide brief therapeutic support if the person is waiting for services. This service is located in Civic with a planned satellite service to be located in Tuggeranong.

Phone and Online Support

Lifeline – 24-hour telephone and online crisis support service available by phone on **13 11 14** or online at www.lifeline.org.au

Beyond Blue – confidential and free counselling support service available by phone on **1300 224 636** or online at www.beyondblue.org.au

Kids Helpline – counselling service for those ages from five to 25 years available by phone on **1800 551 800** or online at www.kidshelpline.com.au

MensLine – counselling service offering support for men Australia wide available by phone on **1300 789 978** or online at www.mensline.org.au

ParentLine – free telephone and face-to-face confidential counselling services to parents and carers available by phone at **6287 3833**.

Peer Companion Warmline – a suicide prevention call-back service providing a safe place for people with a lived experience of suicide to connect with others with a similar lived experience for a chat, in a shared space of compassion, understanding and respect. This service is available by calling **1800 777 337**.

Access Mental Health – is available 24 hours, seven days per week, for people of any age who have concerns about their own or someone else's mental health. This service is available by calling **1800 629 354**.

Online Support

MindMap – a dedicated navigational support for children and young people (up to 25 years of age) to find the right service and support within Canberra's mental health system. MindMap also provides direct support for young people who are waiting for other services, this includes follow-up and short term therapy. MindMap is available by calling **1800 862 111** or online at www.mindmap.act.gov.au

MOST – an on-demand, digital therapy service for young people aged 12 to 25. It provides support to young people who are engaged with a face-to-face clinician, and those on a waiting list. Direct access to MOST is now available to young people through the website at www.most.org.au

Head to Health website at www.headtohealth.gov.au/ is an online portal operated by the Australian Government, to help people navigate and connect to mental health services based on their needs and preferences whether that is face-to-face, via phone or online. It also includes support for those caring for a friend or family member.

Planned Support Services

Medicare Mental Health Centre for Kids (formerly Head to Health Kids) will deliver a new walk-in, no cost, multidisciplinary mental health service for ACT children aged zero to 12 years with mild to moderate and emerging mental health concerns. The Medicare Mental Health Centre for Kids is expected to be operational in 2025 and will be in Tuggeranong.

The Youth at Risk (YAR) of developing mental ill health Project is working to improve the ACT sector response to young people aged 13 to 17 years (inclusive) presenting with complex needs and trauma with, or at risk of developing, moderate mental ill-health. This includes trauma informed practice training for the youth mental health sector, which commenced in 2024, and developing an evidence-guided, multidisciplinary therapeutic youth trauma service, for young people aged 13 to 17 years, expected to be operational in 2025.

Other Child and Youth Services in the Community

Headspace provides early intervention mental health services to young people 12-25 years with mild-moderate mental health needs. Also provides physical health, sexual health, drug and alcohol and vocational support services. Services are available through appointment only at Headspace Canberra (**6113 5700**) or Headspace Tuggeranong (**6298 2920**).

Child and Adolescent Mental Health Services (CAMHS) – There are a range of different CAMHS services available throughout the community for children and young people with moderate to severe mental health issues. These services are only available for children and young people who are referred to or clinically managed by CAMHS. These include CAMHS Community Teams in Belconnen and Woden but also a range of day services and outpatient programs, which are detailed here: <https://www.canberrahealthservices.act.gov.au/services-and-clinics/child-and-youth-mental-health>

Approved for circulation to the Standing Committee on Social Policy

Signature:



Date:

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By the Minister for Mental Health, Rachel Stephen-Smith MLA]