

Western Sydney - Headspace Demand Management and Enhancement 2023/24 - 2027/28 Activity Summary View



CEI - 1 - Capital Enhancement and Infrastructure



Activity Metadata

Applicable Schedule *

Headspace Demand Management and Enhancement

Activity Prefix *

CEI

Activity Number *

1

Activity Title *

Capital Enhancement and Infrastructure

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Mental Health Priority Area 2: Child and youth mental health services

Other Program Key Priority Area Description**Aim of Activity ***

- The activity aims to improve service quality and access by ensuring headspace sites in high-need areas have the space to support current and future staff and delivering service in a fit for purpose

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Description of Activity *

headspace Demand Management and Capital Enhancement Program (hDMEP) funding in Western Sydney will be utilised toward:

Relocation of Headspace Parramatta:

Funding will be utilised to progress the relocation of headspace Parramatta, including planning for a future headspace Plus service to be accommodated within the new premises once implemented.

The relocation will:

- Align with headspace National guidelines by improving visibility, transport access, and overall appeal, while enhancing opportunities for staff training, student placements, research activity, and stronger partnerships.
- Address high wait times for clinical services by developing and implementing initiatives that improve service flow and reduce delays.
- Improve access to safe, efficient services and better manage growing demand, supporting the long-term sustainability of headspace and strengthening mental health outcomes for young people aged 12–25 and their families.
- Support cultural capability, ensuring services remain safe, inclusive, and guided by research and community voice.
- Enable capital improvements, including upgrades to layouts, building design, equipment, and furnishings to meet contemporary service standards.
- Expand capacity to accommodate current and future workforce requirements through renovation or relocation to a more suitable site.
- Prepare the new site to house headspace Plus as it is rolled out, ensuring integrated access to enhanced clinical pathways and multidisciplinary care.
- Ensure a project team is appointed to support the activities of the relocation

Intended Outcomes

- Better manage demand, improve access, and reduce wait times for young people aged 12–25;
- Higher-quality mental health care, designed around contemporary service needs.
- Expand and make services more accessible, especially for First Nations, LGBTIQ+, and CALD communities.
- Improve the physical site of headspace centre and access to good consultation rooms.
- Address space limitations and building issues that impact therapeutic care, reducing the need for offsite or community-based appointments due to cramped conditions and limited access to treatment rooms at Parramatta headspace.
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- Facilitate workforce development and retention through student placements, staff training, teaching opportunities, research collaboration, and stronger stakeholder partnerships with Western Sydney University.
- Embed co-design across the service lifecycle by actively engaging young people, families, partners, and key stakeholders in planning, delivery, and review, in line with Flourish Australia's Co-design Policy and guidelines.
- A larger premises also opens up the opportunity for co-location of other specialist youth mental health programs, including the Youth Enhanced Support Service (YESS). Creating a hub for seamless integration and a stepped care approach to youth mental health in the region.

Needs Assessment Priorities *

Needs Assessment

WSPHN Needs Assessment 2025 - 2028

Priorities

Priority	Page reference
Identified Priorities Pages 105 -109	105



Activity Demographics

Target Population Cohort

Young people aged 12 to 25

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- WSPHN consult with Uniting (NSW.ACT) and Flourish Australia as a lead agency, along with key representatives from the WSLHD, GPs, headspace National, mental health service providers, and consumer and carer representatives.
- WSU to co-locate within the University of Western Sydney premises in Parramatta.
- Consultation with Orygen, consumers, carers, WSLHD as well as the service provider and the consortium members who will be part of the service delivery.
- WSPHN consult with key representatives from the LHD, GPs, mental health service providers, and consumer and carer representatives.

Collaboration

Commissioned providers, WSLHD, GPs, SCHN, headspace National, Consumers and carer representative

- Potential collaboration with University of Western Sydney that could support both lead agencies by facilitating student placements, offering training and teaching opportunities for headspace staff, fostering research initiatives, and strengthening relationships with key stakeholders.



Activity Milestone Details/Duration

Activity Start Date

1/03/2025

Activity End Date

30/06/2027

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): Yes

Other Approach (please provide details): No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Not applicable

Co-design or co-commissioning comments

All programs were co-designed and prior to recommissioning, codesign principles will be applied.

- Potential for a full co-design project to be undertaken to include young people accessing the services, members of the current Youth Reference Groups, Family Reference Groups, partner organisations, consortium members, WSPHN, Uniting and headspace National.