

Mental Health Service Hubs

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Background



Consultation and Co-design:

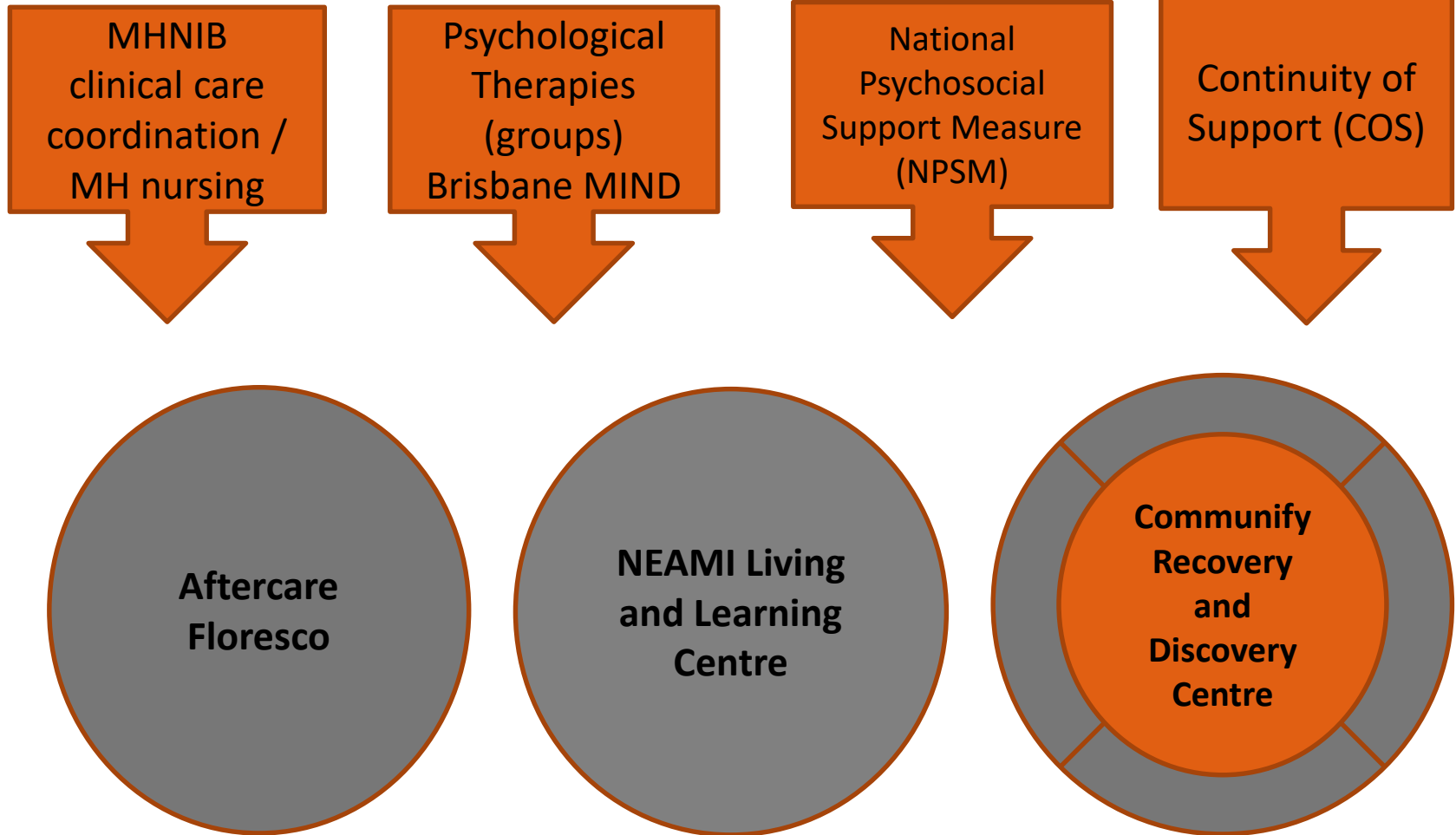
- The Brisbane North PHN consulted with stakeholders in August and September 2018 to review the current model of service delivery to people with severe mental illness in our region
- We conducted co-design consultations regarding what services should look like, with Consumers, Carers & Service Providers

Background

Outcomes of Consultation and Co-design:

- multiservice, one stop shop hubs based in the community
- non-stigmatising environments where people could receive the range of services that they need, both clinical and non clinical, in the one location
- provision for outreach services for people unable or not wanting to go to a hub in person
- services delivered in a person centred, recovery orientated, trauma informed and family inclusive manner
- Skilled (clinical and non clinical), authentic and capable employees

Funding pooled



Key Elements of the model



- clinical and non-clinical services are **integrated** with services within and external to the hubs
- provided in a **stepped care** approach that matches the level of care with the level of need
- psychological therapies, mental health nursing and psychosocial supports are **physically co-located** in the hub

Key Elements of the model

- **outreach** is provided to ensure maximum geographical reach in the catchment
- provision of **in-reach** services (e.g. AOD treatment, financial counselling), referral pathways and smooth transitions;
- **workforce** including **people with a lived experience** of mental illness, provide services and support
- people with lived experience engaged in ongoing **monitoring and evaluation**
- **recovery oriented, trauma informed and family inclusive** practices
- **social determinants** of health are addressed

Commissioning Hubs

Funding and workforce

Each hub received between 1.3 and 1.4M in funding this year.

Hubs have operationalised this funding according to their individual models, that vary.

Each hub has employed a combination of:

- mental health nurses (MHNiB funding)
- support workers / wellbeing coaches / peer workers (National Psychosocial measure funding + COS funding)
- psychologists services for groups (Brisbane MIND funding)

Commissioning Hubs

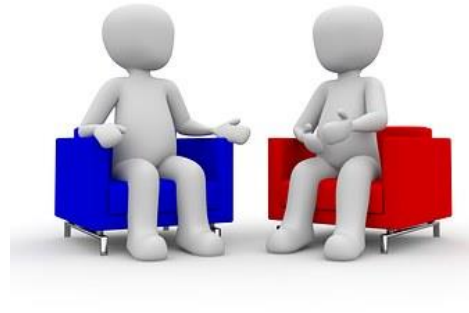
Services provided

- Assessment, triage and intake
- Service navigation
- Care coordination (incl. Mental health nursing)
- Psychological Therapy (groups)
- Physical Health Care
- Psychosocial support
- Assistance to access the NDIS
- A range of in reach services provided by external providers (e.g. AOD treatment, employment, housing, finance)

Commissioning Hubs

Delivery mode

- individual one on one
- group
- face-to-face
- phone
- video conferencing
- internet (email)
- outreach



Commissioning Hubs

Eligibility criteria

- 18 years and over
- A diagnosable severe or severe and complex mental illness (episodic or persistent)
- Experiencing significant disruption to their daily life, wellbeing and functioning
- unable/unwilling to access NDIS
- not currently accessing services through public hospitals
- In need of clinical support that is not being provided by NDIS or HHS

Referral Information

Referral information

Anyone can refer to the mental health hubs with the consent of the person being referred, you can:

- Contact the hub directly
- Call the My Mental Health Service Navigators:
- 1800 752 235
- Use the Brisbane Mind Plus referral form either on Redicase or Health Pathways (requires practitioner access)

For acute presentations, contact **1300 MH Call 1300 642 255**



recovery
+ discovery
centre



Service details

Royal Brisbane and Women's Hospital catchment

Hub name: The Recovery and Discovery Centre – Your mental health hub

Organisation: Communify QLD, in partnership with Toowong Private Hospital, Brisbane Youth Service, Open Minds, Eating Disorders Queensland and Wesley Mission.

Address: 180 Jubilee Terrace, Bardon

Email: recovery@communify.org.au

Phone: **07 3510 2777**



Living and Learning Centre



Service details

The Prince Charles Hospital catchment

Hub name: The Living and Learning Centre - Your mental health hub

Organisation: Neami National

Address: Unit 2 / 356 Gympie Road, Strathpine QLD 4500

Email: livingandlearning@neaminational.org.au

Phone: **07 3493 6780**

Aftercare Floresco Hub

Service details

Redcliffe and Caboolture Hospital's catchment

Hub name: Floresco Caboolture

Organisation: Aftercare

Email: Floresco.Caboolture@aftercare.com.au

Phone: **07 4593 0500**

