Mental Health Service Hubs
October 2019

Presenter: Angela Taylor, Program Development Officer, Brisbane North PHN
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

- MHNIB: clinical care coordination / MH nursing
- Psychological Therapies (groups): Brisbane MIND
- National Psychosocial Support Measure (NPSM)
- Continuity of Support (COS)

Aftercare Floresco
NEAMI Living and Learning Centre
Communify Recovery and Discovery Centre
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)

*amended slide
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
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
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