

# Integrated Mental Health Service Hubs

Integrated Mental Health Service Hubs deliver integrated clinical and non-clinical services for people with severe mental illness in the Brisbane North region. They aim to support people to:

- live well in the community
- access services matched to their level of need
- achieve their recovery goals.

The Hubs support people living in the community with a mental illness (episodic or persistent) who experience significant disruption to daily life, wellbeing and functioning, and are not accessing services through public hospitals or the NDIS.

Hubs deliver a range of service components including:

- assessment, triage and intake
- service navigation
- clinical care coordination
- psychological therapy
- physical health care
- psychosocial support
- assistance to access the National Disability Insurance Scheme (NDIS)
- a range of in-reach services by external providers.

Three hubs have been established across the Brisbane North and Moreton Bay regions and delivered by three providers:

**The Living & Learning Centre, Strathpine**  
delivered by Neami National



**The Recovery & Discovery Centre, Bardon**  
delivered by Communify



**Stride Hub Caboolture**  
delivered by Stride



During the first 2 years of the hubs:

Over **1,650** individuals have accessed support

Over **38,000** service contacts completed, averaging **1,485 contacts per month**

Those people who access support:

range in age from **15 to 65+ years**



**10%** are Aboriginal and/or Torres Strait Islander



**7%** identify as LGBTI+

**10%** were born overseas



**13%** experiencing or at risk of homelessness

The Hubs are most frequently supporting people with a principal diagnosis of post-traumatic stress disorder and major depressive disorders.

**8 in 10** people presented with an additional diagnosis

**69%** of service users reported a very high level of psychological distress

based on completion of K10 scale at initial intake, indicating a likely severe mental disorder.

**51%** of service users reported reduced levels of psychological distress

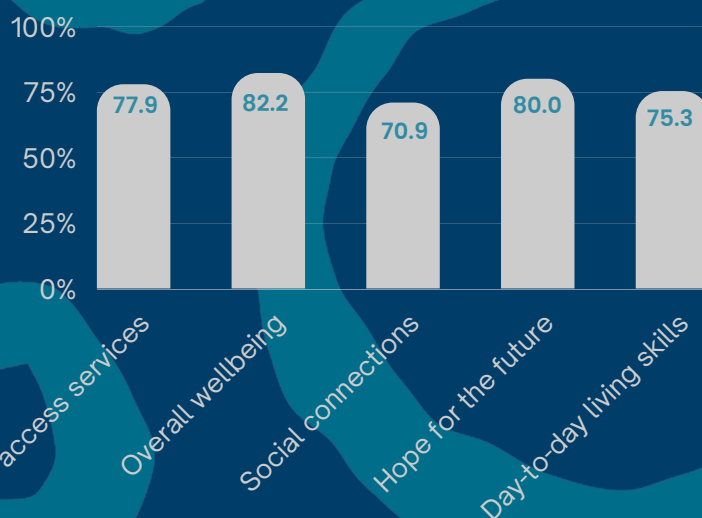
based on matched K10 pre and post scores.

**41%** of service users reported improved recovery scores

based on matched pre and post scores for recovery (RAS-DS).

Service users and staff consistently reported that the hub model's psychosocial support component facilitates integrated care.

% of service users reporting an improvement in the following aspects since being engaged with the Hub



### Experience of hub service users

“ I feel less isolated because I am connected with people who truly understand the struggle of living with severe mental health issues. ”

“ I am learning skills to cope with my illness and putting them into practice as well. ”

“ I am no longer living an isolated life. I can converse with strangers. I am coping with life. I am smiling. ”

“ Every aspect of my day to day life has changed for the better since I have been attending the hub. ”

“ I feel more independent and capable with dealing with difficult emotions. ”

For information about other Mental Health Service Hubs in Brisbane North:

visit [www.brisbanenorthphn.org.au](http://www.brisbanenorthphn.org.au)

or call the Head to Health Service Navigation team on 1800 595 212

The findings presented here are taken from an external evaluation completed by

Beacon Strategies