

CASE STUDY 2

INTEGRATION HUBS

Garry* is 42 years of age, he has a long-standing psychotic disorder and a mild intellectual disability. He is also unemployed and struggles to pay his bills, or maintain a tenancy.

Garry is significantly overweight and at risk of diabetes and heart disease.

Garry was exposed to family violence as a child and no longer has contact with any family members. Garry uses drugs and alcohol and his decision-making capacity has declined over the years.

Under current system

- Garry visits multiple services in various locations to deal with his general health, welfare and housing support needs.
- He is known to frequently present at the emergency department when his anxiety is acute, and frequently calls 000.

In a new integrated mental health system:

- Garry will be able to visit his GP and receive a referral to an integration hub for group and individual therapy and day programs. He will also be able to access drop-in supports there.
- Garry can meet with an integration hub social worker and be allocated a peer worker who can talk with him about his circumstances. Together the social worker and peer worker can help Garry to map out the services he needs and develop a plan.
- A case conference would then be held at the hub with the hub's clinical staff and other co-located services providers to assist with Garry's welfare and housing needs.
- Garry could meet with a co-located Centrelink worker at the hub who would support him to link into MyGov and explore his income support options.
- An appointment would also be made with the co-located GP for a health check, an alcohol and drug counsellor, and an exercise physiologist.
- A mental health nurse would monitor his overall progress.
- Although Garry has not yet found permanent accommodation, the mix of clinical and non-clinical supports he would be receiving at the integration hub prevents him from going into crisis and contacting emergency services.

**the story and any names in this case study are fictional and only being used to illustrate the differences between systems.*