
Darling Downs Floresco Centre

Initiative Type

Service Improvement

Status

Close

Added

11 September 2017

Last updated

30 April 2019

URL

<https://clinicalexcellence.qld.gov.au/improvement-exchange/floresco-centre>

Summary

The project establishes a multi-agency service from where people between the ages of 18-64 with mental health issues, their carers and family members, will be able to access a range of community mental health support services, employment and housing services. The desired outcome is for individuals, families and carers to have access to tailored holistic support, at home and in the community, that allows them to lead functional and fulfilling lives. [Darling Downs Floresco Centre |](#)

Key dates

Jan 2016

Aug 2017

Implementation sites

Darling Downs Hospital and Health Service

Partnerships

Healthcare Improvement Unit, Darling Downs and West Moreton PHN, Aftercare

Key Contacts

Tracy Higgins

0065

paul.blee@hiu

Clinical Redesign and Innovation Manager

Darling Downs Hospital and Health Service

(07) 4616 6789

Tracy.Higgins@health.qld.gov.au

Aim

To provide holistic, person centred, integrated and cost-effective clinical care and psychosocial support.

Benefits

- Supporting people to develop meaningful, self-directed plans based on their identified needs, interests and aspirations.
- Working with individuals to identify what works for them and how this could be enhanced.
- Linking people to the services and supports they need, and helping them navigate the system.
- Providing information, education and skills development opportunities to allow individuals to maintain their health and wellbeing.
- Encouraging people to share their experiences and coping strategies and participate in peer led activities.
- Facilitating the development of recovery orientated activities and experiences.
- Providing structured goal focused group work as well as pre- vocational groups and recreational groups.
- Working with families and carers to support them in their role providing information, and the skills they may need to maintain their own health and well-being.

Background

The Queensland Mental Health Commission estimates that one in five Queenslanders experience a mental illness or substance abuse disorder in any one year¹. Consequently, more than 85,000 Queenslanders access clinical mental health services through the public health system each year, and over 300 000 receive treatment in the private system. Timely access to a range of health and social services plays a crucial role in addressing mental health issues and can prevent acute episodes from developing into more severe long-term conditions. Currently however, adults who experience a moderate or severe mental health illness in the Darling Downs HHS region receive fragmented care which is inadequate to address their complex health and social concerns, as well as those of their carers and families. There is a need therefore for an integrated care model which provides a holistic, person-centred, 'one-stop shop' for clinical care and psychosocial support in this region. The [Integrated Care Innovation Fund](#) provides financial support to innovative projects that deliver better integration of care, address fragmentation in services and provide high-value healthcare. Funded projects also demonstrate a willingness to embrace and encourage the uptake of new technology alongside the benefits of integrating care and improving communication between health care sectors.

Further Reading

[Aftercare Health and Wellbeing Centres](#)

PDF saved 05/02/2025