

### Gympie Health Hub turns one!

Despite the challenges presented by the COVID-19 pandemic, the Gympie Health Hub marked a major milestone this month, celebrating its first birthday.

Commonwealth-funded commissioning agency Central Queensland, Wide Bay, Sunshine Coast PHN is the lead agency for the Hub and, along with having its own office space in the former Baptist Church, manages the day-to-day operations of the Hub.

The PHN's CEO Pattie Hudson said the decision to create the Hub, which was officially launched in October 2019, reflects the PHN's values of innovation, collaboration and people-centred care.

"We're absolutely delighted with the outcomes the Gympie Health Hub has been able to achieve for the community in its first year of operation," Ms Hudson said.

"Collaboration is part of the PHN's integrated approach to service delivery, and it made sense to create this whole new Hub, to allow this support and approach to grow.

"Integrated care brings together more than just health providers and recognises other supports and organisations within our community can have an impact on short- and long-term health outcomes too.

There are now 12 service providers who call the Gympie Health Hub home, including North Coast Aboriginal Corporation for Community Health; multidisciplinary therapy centre All Abilities; Drug Arm; James Cook University; multi-service community organisation Kyabra; Queensland Injectors Health Network; Cooloola Human Services Network; Relationships Australia; Lifespan Health; Above and Beyond Disability Solutions; and training, wellbeing and disability support group Community Solutions.

James McManis from psychological therapy provider REMARKability said the model of Hub-driven collaboration amongst services, both formal and informal, was something he wanted his business to be a part of in Gympie.

"It was clear from the outset that the Hub would be a positive for us, and for our clients," Mr McManis said.

"Before the Hub, it would be very rare that we could connect or collaborate with another service providing local support.

"The Hub has made that connection simple and easy in an incidental way, which has improved the quality of service we've been able to deliver to our clientele.

"The office environment is positive and professional, warm and inviting, our clients feel comfortable in the space, and it has also opened their eyes to other services available in Gympie.

Gympie Health Hub Coordinator Gaylene Johnston, said being to help someone who comes in feeling lost to find the right service for them was a great feeling.

"We live in a community where sometimes people may feel judged or not welcome which may result in the person being reluctant to reach out for help for their health condition," Mrs Johnston said.

"The community have grown to know that the Gympie Health Hub is a safe place for people to come to where they can access information about the different services available.

## MEDIA RELEASE

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“We were welcoming nearly 500 visitors to the Hub a month before COVID-19, and in response to the pandemic we have implemented a few changes to make sure we remain a safe environment for the team and for our visitors.

“The Hub is now available again bookings again for small meeting gatherings of nine persons or less, and hope this number can increased as restrictions are eased further.”

Central Queensland, Wide Bay, Sunshine Coast PHN is supporting the St Vincent De Paul Christmas Hamper appeal in Gympie for fifth year, with the Gympie Health Hub serving as a collection point for hamper items.

The Gympie Health Hub is open Monday to Friday from 8:30am to 4:30pm, at 4/4 Horseshoe Bend, Gympie (entry via Lawrence Street).

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