



# South Hedland Step Up/Step Down Service

The State Government is committed to improving services for people and helping them to live well in their local community. The South Hedland Step Up/Step Down Service (the Service) is a key step toward addressing the need for more flexible, residential-style community-based mental health service options in the Pilbara region.

The Mental Health Commission is committed to ensuring the Service meets the community's needs. Information is available on our website at [www.mhc.wa.gov.au/southhedlandsusd](http://www.mhc.wa.gov.au/southhedlandsusd).

## Frequently asked questions

### What is a Step Up/Step Down service?

Step Up/Step Down services provide care for people recovering from mental illness in a residential facility in the community. These services provide short-term care and treatment to help people manage changes in their mental health and reintegrate into the community after discharge from hospital. People in a Step Up/Step Down service access contemporary, therapeutic mental health care in a home-like setting while being closer to family and friends for support. Step up services provide additional community-based support for people to manage a decline in their mental health, where an admission to hospital is not required. Step down services provide support for people who have been in hospital and no longer require that level of care. Additional support is provided to help them re-establish themselves in their home and community.

### What does a Step Up/Step Down service provide?

The Service will provide round-the-clock, recovery-focussed mental health supports and services seven days a week. Depending on need, people using the Service could stay for a maximum of 28 days. People entering the Service will receive support and services that help them focus on their recovery. This includes a comprehensive assessment to help people develop and/or implement an individualised recovery plan.

### How many people will the Service accommodate?

The Service will have 10-beds, accommodating up to 10 people at any one time.

### Who will be able to access the Service?

The Service will primarily provide support to people residing in South Hedland, Port Hedland and the broader Pilbara region. However, the Service is not restricted to people who reside in the Pilbara and anyone in Western Australia who meets the suitability criteria will be considered. The Service is available to anyone aged 18 years and above, who meets the eligibility criteria and is assessed as suitable. Special exceptions can be made on a case by-case basis for those aged 16 to 17 years.

### Who will be the Service Provider?

The Mental Health Commission is currently exploring procurement options to appoint the Service Provider/s. More information will be available on the Mental Health Commission's website in due course.

### Where will the Service be located?

The Service will be located on Hamilton Road, South Hedland.



## Frequently asked questions *cont'd*

**Will there be any safety risks to neighbours and the community?**

People who access the Service are primarily people who are already living in the community. The State's first Step Up/Step Down service in Joondalup has been operational since 2013, reporting positive community feedback and no issues of concern.

**Will people with alcohol and other drug issues use the service?**

When someone begins their stay at the Service, a comprehensive assessment will be conducted to determine their needs and to ensure that there is a harmonious, balanced mix of people. It is intended that the mental health, alcohol and other drug issues and physical health needs of people using the Service will be addressed holistically.

**What benefits occur in the community where Step Up/Step Down Services are located?**

There are many benefits of having this type of service in the community. People in the community gain better access to mental health care that is tailored to meet their needs and is provided closer to where they live. This enables people to stay connected to other local services and support they have already used and to maintain connections with family, friends, and their community. The broader community also benefits as these services reduce the demand on hospitals, so more people who really need hospital care can receive it without delay.

**Are there other services like this in Western Australia?**

Yes, there are currently Step Up/Step Down services operating in the following areas in Western Australia:

- Joondalup, 22 beds, opened May 2013
- Rockingham, 10 beds, opened October 2016
- Albany, 6 beds, opened November 2018
- Bunbury, 10 beds, opened March 2020
- Geraldton, 10 beds, opened January 2021
- Kalgoorlie, 10 beds, opened January 2021

**Will there be increased traffic and building noise during the construction of the facility?**

The State Government will work with the construction contractors to ensure the least amount of impact occurs on the neighbourhood and that practical strategies are implemented to reduce traffic and building noise. The Mental Health Commission will continue to work with the Town of Port Hedland to understand its relevant legislation and guidelines in relation to local planning and design codes that will ultimately inform the final design of facility for the Service.

**What will the building look like?**

The Service will be a modern facility, complementing the local properties and streetscape. The State Government will continue to keep the community informed during the design process.

**Who can I contact if I have questions?**

Updates and information about the Service will be available at [www.mhc.wa.gov.au/southhedlandsusd](http://www.mhc.wa.gov.au/southhedlandsusd).

If you would like more information, please contact the Service Implementation Team on (08) 6553 0600 or via email at [cs.serviceimplementation@mhc.wa.gov.au](mailto:cs.serviceimplementation@mhc.wa.gov.au)