



Youth Step Up/Step Down Service

The State Government is committed to improving services for young people and helping them to live well in their local community. The Youth 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 for youth in the Perth metropolitan region.

The Mental Health Commission is committed to ensuring the Service meets the community's needs. Information is available on our website at [Youth Step Up / Step Down Service \(mhc.wa.gov.au\)](https://mhc.wa.gov.au).

Frequently asked questions

What is a Youth Step Up/Step Down service?

The Service will provide care for young people recovering from an episode of mental illness in a residential facility in the community.

The Service provides short-term care to young people who are living in the community and require additional support to manage changes in their mental health. The Service will provide support for young people after discharge from hospital, supporting their transition from hospital to home, facilitating reintegration into the community, preventing relapse and promoting overall good health and wellbeing.

Step up services provide additional community-based support for young people to manage a decline in their mental health, where an admission to hospital is not required.

Step down services provide support for young 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.

The Service is not a crisis accommodation service or an alcohol and other drug treatment or rehabilitation service.

Young people in the Service will access therapeutic mental health care in a home-like setting while being closer to family and friends for support.

What does the Service provide?

The Service will provide round-the-clock, recovery-focussed supports and services seven days a week. Depending on need, young people can stay for a maximum of 28 days.

Young people entering the Service will receive support and services that help them focus on their recovery. This includes a comprehensive assessment to help young people develop and/or implement an individualised recovery plan.

How many young people will the Service accommodate?

The Service will accommodate up to ten young people at any one time.

Who will be able to access the Service?

The Service will be available to all young people (16 to 24 years) in Western Australia who meet the target cohort and suitability criteria regardless of the area in which they reside. The Service operates in the metropolitan area but is not restricted to metropolitan residents.



Frequently asked questions *cont'd*

Where will the Service be located?

The Service is proposed to be located at 41–51 Morley Drive, Balcatta (Lots 184, 171, 169 & 170).

Will there be any safety risks to neighbours and the community as a result of the Service?

Young people who access the Service are primarily young 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.

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

When someone is admitted to 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 young 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. Young 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 young people to stay connected to other local services and support 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 for adults 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

The Service located in Balcatta will be the first Youth Step Up/Step Down service in Western Australia.

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 City of Stirling to understand 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.

Who can I contact if I have questions?

Updates and information about the Service will be available at [Youth Step Up / Step Down Service \(mhc.wa.gov.au\)](https://mhc.wa.gov.au).

If you would like more information, you are welcome to contact the Service Implementation Team on (08) 6553 0600 or CS.serviceimplementation@mhc.wa.gov.au