

Geraldton Mental Health Step Up/ Step Down Service

Short-term residential support to prevent hospital admission, support early discharge and promote recovery in the community.





The Geraldton Step Up/Step Down Service provides short-term residential mental health support for people who are either becoming unwell and at risk of being admitted to hospital ('step up' support) or leaving hospital but in need of extra support to transition back into the community ('step down' support).

The service offers a safe and supportive space to reduce distress and promote recovery. Our 10-bed centre offers 24-hour support. Consumers have access to a range of group and individual programs to build their confidence and skills, develop a sense of meaning and purpose, identify personal goals, and develop their own wellbeing plan.

Delivered in partnership with the WA Country Health Service, the service is run by a team of Community Rehabilitation and Support Workers, Peer Support Workers, Family & Friend Peer Support Workers, Senior Practice Leaders, and a dedicated Alcohol or Other Drugs Worker from Hope Community Services.

The service is available to people living in the Midwest region who are experiencing a mental health challenge. It is not a replacement for acute inpatient care but an option that can prevent the need for hospitalisation when people are aware that they are becoming unwell. The maximum length of stay is 28 days.



On-site facilities

- Bush tucker and vegetable garden
- Recreation room for crafts and games
- Communal and quiet areas
- Outdoor BBQ area and netball / basketball court
- Communal kitchen
- Individual units with laundry facilities and ensuite bathrooms

Individual work

Our team works with consumers to reduce distress and avoid admission or re-admission to acute inpatient hospital care. We work with people in the following areas:

- Assessing immediate and long-term needs.
- Monitoring safety and wellbeing.
- Developing a relapse prevention plan.
- Liaising with clinical services, carers and the community.
- Referring to community supports upon leaving.
- Developing exit plans and facilitating family involvement where appropriate.
- Maintaining wellness and overall health.

Health Matters Program

The Health Matters Program is a group program which helps people to improve their wellbeing.

Health Matters considers the balance of social, emotional, mental, physical and spiritual needs. It provides tools to help set priorities and work towards progress in people's chosen areas.

Eligibility

The service provides support for people who:

- Are aged 16 years and over (those aged 16-17 years may require additional consent).
- Are primarily experiencing a mental health challenge.
- Are able to engage cooperatively in a group setting and willing to participate in the programs offered.
- Are not currently experiencing homelessness.

Referrals

Referrals can be made directly to the service by anyone in the community. This includes self-referrals or referrals from community and health professionals with the consent of the individual. There are two referral pathways:

- If you would like to self-refer or refer a family member, please contact the service directly on 08 6323 8980 or at Geraldton.SUSD.Referral@neaminational.org.au
- If you are a community or health professional seeking to refer a client, please visit our website to download and fill in the referral form: www.neaminational.org.au/geraldtonSUSD

Part of the referral process also requires individuals to be available for an assessment prior to placement.

About Neami National

Neami National is a community mental health service supporting people to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in diverse communities ranging from inner-city suburbs to regional and remote areas.

www.neaminational.org.au

Our approach

We work in a positive framework and assist people to build confidence and skills to achieve a greater sense of meaning and purpose in life.

We believe that recovery is an individual process and that with the right kind of support each person can move towards a life that matches their own values and goals for the future.

Collaborative Recovery Model

We use the Collaborative Recovery Model (CRM) to support people.

The CRM aims to help people identify their personal values and goals, and supports people to make progress towards achieving them. Each person chooses their own goals.

Our staff support people along the way and help connect them with other services in their local community.

Contact the Geraldton Step Up/Step Down Service

Open 24/7 | Admin hours: 8:30am - 5pm

Phone: 08 6323 8980

Referral email:

Geraldton.SUSD.Referral@neaminational.org.au

Admin email:

Geraldton.SUSD@neaminational.org.au

Web: www.neaminational.org.au/geraldtonSUSD



Government of **Western Australia**
Mental Health Commission

The Geraldton Step Up/Step Down Service is a community service funded by the Mental Health Commission.



Neami acknowledges the Traditional Custodians of the land we work on and pays its respects to Elders past, present and emerging.



Neami celebrates, values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.