

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 Mental Health Step Up/Step Down Service – Joondalup (JMHSS)

Open 24/7

Phone: 08 6200 9165

Fax: 08 6200 9168

Email: jmhss@neaminational.org.au

Referrals: jmhssreferrals@neaminational.org.au

Web: www.neaminational.org.au/joondalupSUSD

The Mental Health Step Up/Step Down Service – Joondalup is available to anyone living in Western Australia with a mental illness.



Government of **Western Australia**
Mental Health Commission

The Joondalup 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.

Mental Health Step Up/Step Down Service – Joondalup

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



The Mental Health Step Up/Step Down Service – Joondalup is a short-term, mental health residential recovery service. It is another alternative to mental health inpatient admission or to provide increased supported for people leaving hospital.

The service is run by a multi-disciplinary team of Community Rehabilitation Support Workers, Peer Support Workers, Nursing staff and Allied Health Professionals. Clinical staff are on site 24 hours a day, 7 days a week.

The service is not a replacement for acute inpatient care but an option that can prevent the need for hospitalisation when people are aware they are becoming unwell.

Our 22 bed centre offers 24-hour support and a range of group and individual rehabilitation and recovery programs. The service is available to anyone living in Western Australia with a mental illness diagnosis. The maximum stay is 28 days. Each individual is assessed and monitored during that time.

On-site facilities

- Vegetable garden, tennis court and bicycles
- Recreation room for crafts and games
- Communal and quiet areas
- Outdoor BBQ area and communal kitchen
- Private laundry facilities
- Ensuite bathrooms

Individual work

Neami works with you to reduce distress from mental illness and to avoid admission or re-admission to acute inpatient hospital care.

We work with you in the following areas:

- Assessing your immediate and long-term needs
- Monitoring your 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 (including the option of attending the Sleep Group and/or participating in the Kick the Habit Program to assist with tobacco minimisation)

Health Matters

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

To be eligible for the service, you must:

- Be aged over 16
- Have a mental health diagnosis
- Be able to engage cooperatively in a group setting and willing to participate in Health Matters
- Have stable and ongoing accommodation
- Not using illicit substances/drugs or alcohol during your time with the service

AND

- Exhibit early warning signs of acute mental illness and requiring increased support and treatment to prevent hospital admission

OR

- Require additional support following an acute inpatient admission, to support transitioning back into the community and avoid re-admission

Referrals

Referrals can be made directly to the Mental Health Step Up/Step Down Service – Joondalup with the consent of the individual.

All referrals will be considered with reference to the eligibility criteria, and feedback on the outcome will be provided to the referrer in a reasonable time.

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