



# Karratha Step Up/Step Down Service

The Karratha 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 State Government is committed to improving services for people and helping them to live well in their local community. The Mental Health Commission is currently working with the service providers and the local community to ensure the Service meets the community's needs and will continue to provide progress updates as these become available.

Information is available on our website [www.mhc.wa.gov.au/karrathasusd](http://www.mhc.wa.gov.au/karrathasusd).

## 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.

### Who will be able to access the Karratha Step Up/Step Down Service?

The Service would primarily provide support to people living in the Pilbara region. People who can access the service include those who (primarily) are 18 years of age and above, who meet the eligibility criteria and who are assessed as suitable for the service. Case-by-case assessment for those aged 16 and 17 years can be made.

### Where will the Service be located?

The Service will be located on Gregory Way, Bulgarra.

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

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.



## Frequently asked questions *cont'd*

**Will 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 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.

**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/karrathasusd](http://www.mhc.wa.gov.au/karrathasusd).

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)