



Joondalup Step-Up/ Step-Down

How to contact us:

Call us on 08 6200 9165 or email
jmhss@neaminational.org.au



Where to find us:

22 Upney Mews, Joondalup
WA 6027



We acknowledge Aboriginal and/or Torres Strait Islander peoples and communities as the Traditional Custodians of the land we work on and pay our respects to Elders past, present and emerging. We recognise that their sovereignty was never ceded.



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

The Step-Up/Step-Down Service in Joondalup is a short 28-day program for people who aren't feeling too good with their mental health, but don't want to go to hospital ('step-up') or for people who are leaving a hospital stay but want some extra support before heading home ('step-down').

There are 22 units on site that offer 24-hour support to help you get back on track.

You will get help with:

- Setting some goals to support positive mental health
- Learning new skills
- Taking time out to look after yourself
- Making sure you are feeling better before going home.

Who can stay?

- You can refer yourself or you can ask your GP or health professional to refer you
- You need to be 16 years or older (if you are 16-17 you may need consent from an adult)
- You have mental health struggles that need support
- You are willing to give the programs at Step-Up/Step-Down a go.

What does it offer?

There are lots of things to do when you stay at the Step-Up/Step-Down. Such as:

- Using the bush tucker and vegetable garden
- Spending time with others and using our spaces to spend time alone
- Outdoor recreation area
- Shared kitchen
- Each room is separate and has its own bathroom
- Each day there are group activities as well as time to chat to your support worker.
- There is no cost to stay at the Step-Up/Step-Down and all meals are free
- There is no alcohol or drugs allowed onsite.

What support will you get during your stay?

Our goal is to support you to feel mentally well and not have to go to hospital. We will help you:

- Get support for your short-term and long-term needs
- To keep safe and stay on track
- Work with your other supports in the community or help you get support
- To feel good about yourself in your mind and body

Many of our staff have a lived experience of mental health challenges or have experience supporting family or loved ones with mental health challenges. Our staff are available to support you throughout your stay.