

Media release

30 August 2019

New residential mental health service opens in Mackay

A purpose-built residential service in Mackay for people living with mental ill-health was officially opened today by the State Member for Mackay Mrs Julieanne Gilbert.

Mind provides recovery focused support at the 10 bed development, which is a partnership between Mind Australia and Mackay Hospital and Health Service.

The 'Step Up Step Down' service provides short term (up to 28 days) community-based support and clinical care to people with severe and complex mental health conditions.

These targeted short term stays enable people living in the community to 'step up' and avoid a hospital admission. They also support people in their transition, or 'step down', from hospital back into the community.

The new development was made possible by \$5.4 million funding from the Queensland Government. The Mackay service previously operated in an interim location for two years.

Each resident has their own bedroom and en suite, and there are large community spaces such as lounge, dining and meeting areas. The residence also features outdoor covered barbecue and courtyard areas as well as a communal vegetable garden.

"Already we have heard a number of great stories of recovery and achievement for people who have come to Mackay Step Up Step Down for help at pivotal periods of mental vulnerability. And I know we will hear many more in the years to come," said Mind's Acting Executive Director Operations, Kaylene Rowe.

"Improving community mental health is a strong focus for Mackay HHS and this new facility bridges the gap between hospital and home," said Mackay Hospital and Health Service Executive Jo Whitehead.

During their stay Step Up Step Down residents participate in group activities and individualised one-on-one mentoring that supports residents to identify and work towards their goals for a better life.

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