



## FACT SHEET

### MyStep to Mental Wellbeing in Residential Aged Care Facilities

#### What is MyStep?

MyStep to Mental Wellbeing (My Step) offers a range of mental health supports from health information and early intervention, services delivered face to face and using telehealth, as well as **in-reach into residential aged care facilities**.

Residents who are being actively managed by the Older Persons Mental Health Service or have significant cognitive decline or behavioural issues associated with dementia are not appropriate for this service. A diagnosis of dementia however does not exclude a resident from accessing this service for the management of mental health issues.

#### Who provides the service?

**MyStep Western sector** is delivered by Murrumbidgee Local Health District (MLHD) and encompasses the following Local Government Areas (LGAs): Lachlan, Carrathool, Griffith, Leeton, Hay, Murrumbidgee, Narrandera, Murray River, Edward River, Berrigan, Federation, Lockhart and Greater Hume.

**MyStep Eastern sector** is delivered by Grand Pacific Health and encompasses the following Local Government Areas (LGAs): Wagga Wagga, Bland, Temora, Coolamon, Junee, Hilltops, Gundagai and Snowy Valleys.

#### Referral Process

Referrals can be sent and enquiries made for further information to the Murrumbidgee Primary Health Network Central Access and Navigation Service.

Phone: 1800 931 603  
Fax: 02 6921 9911  
Email: [can@mphn.org.au](mailto:can@mphn.org.au)

**If immediate or crisis support is needed please contact Murrumbidgee AccessLine on 1800 800 944.**

#### MyStep- RACFs Eligibility

Residents who have, or are at risk of developing, a mental illness such as anxiety, depression, adjustment disorders or abnormal symptoms of grief and loss.

New residents can also receive transition support including psychoeducation for themselves, friends and families.