

Care and Recovery Coordination

Hello from Windana's Care and Recovery team. In this leaflet we'll tell you about our service, and how you can get referred to us.

What is Care and Recovery Coordination?

Care and Recovery Coordination helps people with alcohol and other drug issues set goals and access the different kinds of services they need.

We work with you to build a treatment plan that has support for different areas of your life - including alcohol and other drugs, mental health, housing, the law, family and more.

We see clients face-to-face on-site, through outreach (visiting the client) and remotely (via phone and video calls).

Care and Recovery Coordination is free.



How can Care and Recovery Coordination help me?

If you're referred to Care and Recovery Coordination, we'll work with you to set ongoing recovery goals.

We then work on a treatment plan that will help you meet these goals.

Your individual plan may include:

- Referrals to withdrawal, rehabilitation, legal and family services
- Referrals to doctors, counsellors and other healthcare specialists
- Wellbeing therapies such as acupuncture and naturopathy
- Peer Support
- Involvement with your local community
- Making helpful connections with others
- Input from your family
- Pre-care support while you wait for withdrawal or rehabilitation
- Referrals to other programs and services
- Harm Reduction
- Advocacy.



Am I eligible for Care and Recovery Coordination?

In an Assessment (more on this below), someone will work with you to decide whether Care and Recovery Coordination is right for you.

“Care and Recovery Coordination helps clients develop skills to prevent relapse, become educated around harm reduction and get motivated to initiate change and improve quality of life.”

Care and Recovery Coordination Worker

Where do I start?

You need a referral from your area’s alcohol and other drug Intake and Assessment service to be a Care and Recovery Coordination client.

The first thing you can do is call **DirectLine** on **1800 888 236** (they are available 24 hours a day, seven days a week) or visit www.directline.org.au. DirectLine will put you in touch with the local Intake and Assessment service that looks after the area you live in.

When you speak with your local Intake and Assessment Service, they will get to know you better and help identify your individual treatment needs.

This is when you will get referred to programs and services. You can tell them that you wish to be referred to Windana’s Care and Recovery Coordination service.

If you’re already connected to an alcohol and other drug service, you can ask a worker there about Care and Recovery Coordination. They may be able to help you directly.

For more information, you can also call Windana Monday to Friday, between 9:00am and 4:30pm on **03 9529 7955**.

Everyone has the right to play an active role in making decisions that affect them, and to receive the support they need to do so. If you feel you need an advocate now or for the future please go to: www.publicadvocate.vic.gov.au/your-rights

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This illustration shows an overview of Windana’s programs and services.

We’re an organisation that helps people recover from alcohol and other drugs. We believe people can rebuild their lives, and have worked with thousands of people since 1984.

Windana acknowledges the Traditional Owners of Australia and we welcome all Aboriginal and Torres Strait Islander people to our service. Windana provides a safe and welcoming environment for everyone.

If you need to talk to someone right now, DirectLine offers 24/7 crisis support on **PH: 1800 888 236**.

Contact Us
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