

# Care and Recovery Coordination (CRC)

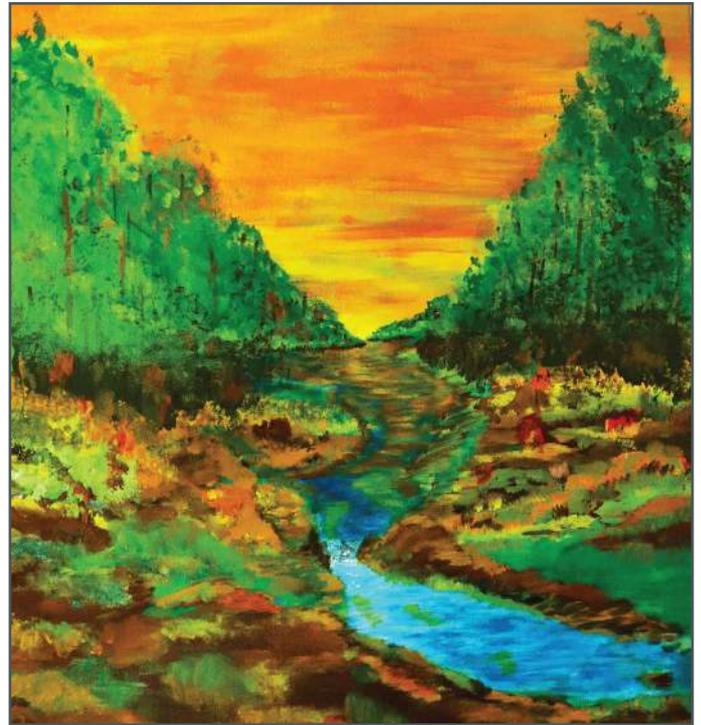
*Hello from Windana's Care and Recovery team. In this leaflet we'll tell you about our service, and how you can get referred to us.*

## What is CRC?

CRC supports people with alcohol and other drug (AOD) dependencies who are experiencing complex challenges. It creates a unique treatment plan that brings together different services from across the system - including alcohol and other drug, mental health, housing, legal and other services.

At Windana we believe that people can rebuild their lives.

There is no cost for the CRC service.



## Who are the staff?

At Windana we have a dedicated CRC team who are trained and experienced in supporting people facing all kinds of challenges.

We see clients face-to-face at our St Kilda Community Clinic building, through outreach (visiting the client) and remotely (via phone and video calls).

## How can CRC help me?

If you're referred to CRC, 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 massage, 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
- Advocacy.



## Am I eligible for CRC?

You need a referral from your area's AOD Intake and Assessment service to be a CRC client. This service can help work out whether CRC is right for you.

People eligible for CRC have usually shown behaviours or conditions that are seen as high-risk and would be helped by short term intensive case management.

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

- CRC Worker at Windana

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](http://www.publicadvocate.vic.gov.au/your-rights)

## Where do I start?

Call DirectLine on **1800 888 236** (available 24/7), or visit [directline.org.au](http://directline.org.au). DirectLine will put you in touch with the local Intake and Assessment service that looks after the area you live in.

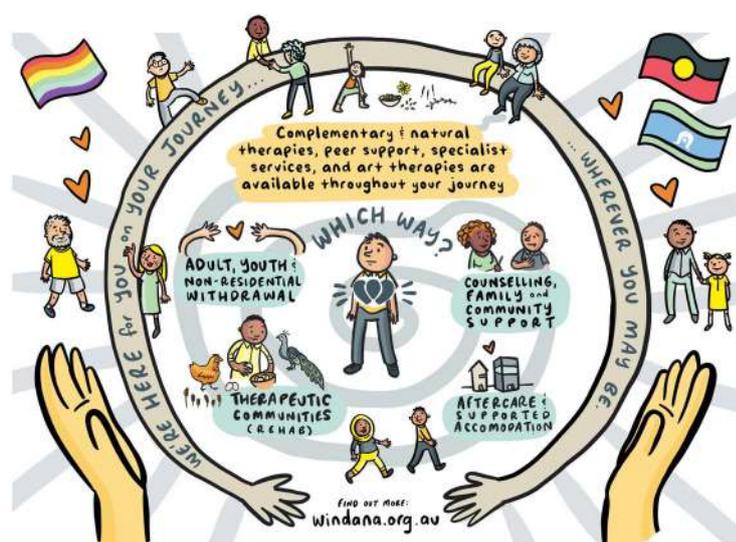
When you call your local Intake and Assessment service, they will get to know you better and help identify your individual treatment needs.

This is when you will get referred to the actual treatment programs or services. You can tell them that you wish to be referred to Windana's CRC.

If you're *already* connected to an AOD service, you can ask a worker there about CRC. They may be able to help you directly.

For more information, you can also call Windana Monday to Friday, 9am-5pm on **03 9529 7955**.

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



This illustration shows an overview of Windana's programs and services, of which CRC is a part.

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 land 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.

Art on front is called *Burst of Colour* and has been used with permission from the artist. Other photos are of Windana sites.

Contact Us  
 Windana Drug & Alcohol Recovery Ltd. ABN 68 398 137 238  
 T. 03 9529 7955  
 F. 03 9521 3581  
 E. [feedback@windana.org.au](mailto:feedback@windana.org.au)  
[windana.org.au](http://windana.org.au)