



Care and Recovery Coordination in Inner & Outer Eastern Melbourne

Inclusion Criteria for CRC in the East:

The client has:

- complex needs including problematic substance use that requires substantial services & supports from multiple agencies
- had recent engagement with services where there is a pressing concern about their substance use and/or related issues (eg., a hospital admission related to their substance use)
- clearly articulated an AOD treatment goal and/or AOD is their primary concern
- consented to being involved in CRC

If a person does not meet the eligibility criteria for CRC, agencies will ensure that the person receives advice on what other supports are available in the community.

Agencies who provide CRC:

ECADS Consortium

Turning Point

Access Health

Inspiro

Link Health

SalvoCare Eastern

SURe Consortium

Anglicare

Role of a CRC worker

- prepare referrals to internal/external services
- build service pathways & support client access to other services
- arrange & facilitate care team meetings
- brief intervention counselling
- attend appointments with clients
- review of individual treatment plan prior to discharge including making referrals where appropriate
- goal setting & care planning
- work collaboratively with multiple services/organisations
- harm education
- advocacy
- provide a pathway to peer support (where available)
- outreach when required to engage client and/or deliver service

CRC workers will engage with existing case managers and/or service providers that may have a role in the care of their client and ensure that the focus of CRC remains on coordination & does not shift to a case management focus.