

# STEP THRU CARE

Referral Process for General Practitioners in  
GEELONG OTWAY

## STEP THRU CARE

Regional Care Partnerships – Mental Health and AOD

Step Thru Care services are now available to help people requiring mental health and/or alcohol and other drugs support in western Victoria.

The services are available free of charge to eligible people with low level needs, to mild and severe mental health issues and/or AOD support needs.

The services focus on the individual's needs while being collaborative and culturally appropriate to better coordinate and promote recovery and personal wellbeing.

### Who is eligible for Step Thru Care services

Step Thru Care services are eligible to people:

- on low income
- living in rural and remote
- in communities that do not have access to other appropriate services
- experiencing short-term displacement or homelessness
- who identify as LGBTQIA+
- who identify as Aboriginal and/or Torres Strait Islander peoples
- from Culturally and Linguistically Diverse (CALD) backgrounds
- with an intellectual disability
- experiencing or at risk of domestic violence.

### How to refer patients to Step Thru Care in the Geelong Otway region

Step Thru Care services in Geelong Otway are delivered by **Neami National** (lead agency) in partnership with Windana Drug and Alcohol Recovery, Drummond Street Services and Wathaurong Aboriginal Co-operative.

People can self-refer to by contacting the national Head to Health service on 1800 595 212 or via the website: [headtohealth.gov.au](http://headtohealth.gov.au)

Alternatively, GPs in the Geelong Otway region can refer their patients by contacting Neami National:

- Phone: 03 8691 5480
- Fax: 03 5229 5286
- Inquiries email: [stepthruare@neaminational.org.au](mailto:stepthruare@neaminational.org.au)

#### PLEASE NOTE:

*The transfer of referrals must have a minimum level of security in place to protect client privacy and confidentiality. Non-secured or non-password protected emails are not to be used for referrals into this program. Please refer to the RACGP website for a [Secure communications in general practice – Product list](#)*

For further information on updates, referral process, eligibility requirements and priority groups scan the QR code.

