



Holstep Health
Community care. For life.

**North East
Catchment: Stepped
Care MH Programs,
General Counselling
AND
Alcohol and Other
Drug Programs**



Acknowledgement of Country

We acknowledge the Wurundjeri Woi- Wurrung People of the Kulin nation as the Traditional Owners of the lands where we provide our services.

We pay our respects to Elders and leaders past, present and emerging. We acknowledge the enduring impacts of colonization and the sorrow of the Stolen Generations. We recognize the resilience, strength and pride of the First Nations' Peoples.

We also acknowledge the strengths of people with Lived Experience and the contribution they make to client recoveries.

Stepped Care programs across Holstep Health

Holstep Health has multiple funding sources that deliver Mental Health Stepped Care across both the North-East and North-West catchments.

Funded programs are:

- LIFT (North-East)
- Head to Health (North-East)
- Stepped Care for Older Adults (North-West)
- General Counselling

The LIFT and Head to Health programs are an integrated team, delivering services across the North-East catchment.

What is Stepped Care?

The Stepped Care programs deliver:

person-centred, multi-disciplinary mental health support to the community

Key features of the program:

- Holistic care response with an intersectional lens, and works with people experiencing mental health issues in the context of dual diagnosis & other psychosocial issues
- Multidisciplinary team- consisting of Mental Health nurses, Psychologists, Mental Health Accredited Social Workers, Peer Support Workers and Child & Adolescent workers (Mental Health Social Workers)
- Service provision tailored to individual client care needs
- Clients are able to 'step up and down' through different levels of care within the service, guided by their needs and preferences

Lift & Head to Health (North-East Stepped Care Services)

Key supports offered by the program are:

- Counselling
- Mental Health Nursing
- Peer Support
- Non-clinical Care Co-ordination

The team also work closely with a broad range of internal and external services, to enable warm referrals or to provide a shared care response in situations where the client is receiving multiple services.

Internal programs that work closely with the Stepped Care program are:

- GPs
- AOD services
- Gamblers Help
- Allied Health
- Dental

The team operate from a shared commitment to integrated care– working to provide the best possible outcomes for clients.



North-East Stepped Care: Access

Eligibility:

- The program is a free service
- People of all ages who live, work or study in the following areas:
 - Banyule and Whittlesea
 - Shire of Nillumbik
 - Wallan and Kinglake
- There are no requirements for clients to have an existing Mental Health Care Plan, Medicare card or Australian residency in order to receive a service. This makes the program highly accessible, particularly to clients who have limited or no access to other health and wellbeing supports
- Services are offered from West Heidelberg, Greensborough and Epping
- The program's current funding is through to 30 June 2026

This program is funded by the Eastern Melbourne Primary Health Network (EMPHN).

North-East Stepped Care: Referral pathways & consumer profile

Referral process:

- Anyone can refer to the program
 - GPs, Other Agencies, Support Workers, Family/ Friends, etc.
- The program also welcomes self-referrals

Our consumers primarily include:

- People experiencing socio-economic disadvantages
- Unemployed
- Young people
- Culturally And Linguistically Diverse (CALD) communities
- Refugee/Asylum-seeker backgrounds + people on temporary protection visas
- People experiencing domestic violence/ homelessness
- First Nation peoples

Client impact

North-east Stepped Care service:FY25 data

Total number of
service delivery
hours=
9578hrs

Total number of Sessions
delivered=
15,144

Total number of new
referrals=
459
Total number of
clients discharged=
455



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Building a healthier, more connected future for you

Read our new Strategic Directions 2025-2028

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Carer support



Child, youth & family



Community legal



Dental



Doctors



Gambling support



Mental health



Older people



Physical health

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Holstep Health General Counselling

Our counsellors can offer:

- emotional and mental health support – for issues like anxiety, depression, grief and loss, emotional distress, or the impact of family violence or trauma.
- guidance with relationships and parenting – including couple or family conflict, children's behavioural or emotional concerns, and support for parenting strategies.
- therapeutic techniques such as cognitive behaviour therapy (CBT), acceptance and commitment therapy (ACT), and other evidence-based approaches.
- help to manage stress, understand your emotions, and explore options for change.
- support to help you live a satisfying life based on values that are most important to you.
- care that is compassionate, culturally respectful and empowering.
- recommendations for groups you might like to join, such as our family violence support group for women, mindfulness group, gambling support group, or chronic pain group.
- referrals to other services you might need – such as mental health, alcohol and other drugs, gambling support, social work, financial counselling, GP, physiotherapy.

General Counselling Locations

Locations

Glenlyon Road, Brunswick

Opening hours ▼

Bell Street, Coburg

Opening hours ▼

Jukes Road, Fawkner

Opening hours ▼

Cromwell Street, Glenroy

Opening hours ▼

Grimshaw Street, Greensborough

Opening hours ▼

Alamein Road, West Heidelberg

Opening hours ▼

AOD Services at Holstep Health



Alcohol and drug treatment and care planning

Confidential, non-judgmental support to help you make positive changes in your alcohol or drug use.

[Learn more](#)



Day rehabilitation

If you have challenges with substance use and mental health, our day rehabilitation program can help you make lasting changes.

[Learn more](#)



Peer support

Connect, share, and find encouragement on your recovery journey.

[Learn more](#)



Needle syringe program

Access to free sterile needles and syringes, swabs, and disposal containers.

[Learn more](#)



LGBTIQA+ health: Alcohol and drug services

Our QHealth service is for people who are part of the LGBTIQA+ community who have concerns about their alcohol or drug use.

[Learn more](#)

AOD Services at Holstep Health West Heidelberg & Greensborough sites

Access pathways:

AOD Counselling and Care & Recovery Coordination

Uniting AOD Intake 1800 700 514

RaSP

[Holstephealth.org.au](https://holstephealth.org.au)

AOD Peer Support

[Holstephealth.org.au](https://holstephealth.org.au)

aodpeersupport@holstephealth.org.au

Thank you

For further information please contact:

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**Holstep
Health**

