

Directions is a not-for-profit organisation that provides a range of integrated services and programs for people affected by alcohol, tobacco and other drug issues, their families and the wider community.

Directions offers a range of programs that may suit your needs, including:

- > Treatment and Support counselling, case management and therapeutic support groups
- > Needle and Syringe Program, including crisis support and Healthy Food Healthy Me
- > Althea Wellness Centre primary health care and psychological services
- > Arcadia House Day Program and residential Withdrawal and Transition Programs

Externally facilitated groups held at Directions Woden office:

- > Alcoholics Anonymous
- > Al-Anon
- > Narcotics Anonymous



Directions  
Pathways to Recovery

Level 6 Cosmopolitan Centre  
Woden Square ACT 2606

PO Box 538 Woden ACT 2606

P – 02 6132 4800

F – 02 6132 4801

E – [reception@directionsact.com](mailto:reception@directionsact.com)

[directionsact.com](http://directionsact.com)

[facebook.com/directionsaod](https://facebook.com/directionsaod)

[twitter.com/directionsaod](https://twitter.com/directionsaod)

*Directions acknowledges the traditional owners of the Canberra region, upon whose land we walk, their ancestors and elders both past and present. We also value the contribution diverse cultures, identities and lifestyles make to our region and the richness of our society.*



Directions  
Pathways to Recovery

## Treatment and Support Service

For people experiencing alcohol  
and other drug issues



# Treatment and Support Service (TSS)

Directions Services are based on a harm minimisation approach and provided in a non-judgemental and respectful manner that recognises the different stages of recovery, the individual goals people may have regarding their substance use and the impacts of substance use on friends and family.

## Counselling and Case Management

TSS provides confidential and non-judgemental counselling for individuals, family members and friends affected by alcohol, tobacco and other drug issues and other addictions.

Our therapeutic approach is person centred and strengths based. We will work with you using evidence based treatment approaches that may include Motivational Interviewing, Cognitive Behaviour Therapy (CBT) and other therapeutic treatments.

## Individual Counselling

Individual Counselling is available for people who are seeking to be substance free or reduce their substance use, would like to explore their treatment options or are considering making changes to their lives. Counselling is also available for people who have recently completed withdrawal or rehabilitation programs and those who are in recovery and looking for strategies to prevent relapsing into past substance use habits.

Our Alcohol and Other Drug (AOD) Practitioners can also provide case management services, including advocacy and support to address housing, relationship, education, employment, child protection, legal and financial issues as well as other health concerns.

## Family Support Counselling

Support Counselling is also available to help family members and other people impacted by someone else's substance use develop strategies to cope with the issues they are experiencing.

## Walk-in and phone support

Support for people in crisis or those seeking assessment or assistance with more urgent matters, this service is available via drop in or phone, at our Woden office or through Civic NSP Monday to Friday 9am to 5pm.

## Therapeutic and Support Groups\*

- > SMART Recovery
- > Alcohol Drug Awareness and harm Prevention Training
- > 12 Step Art Therapy
- > Wellness Meditation
- > Compass Support Group (for family and friends)

*\* Groups are run during business hours and in the evenings. Please check Directions website for group details and current timetable.*

## Assessment

There are four simple steps required:

1. You can either phone Reception on 02 6132 4800 or call in to the Woden office for an assessment during business hours.
2. Reception staff will ask you a few questions regarding the service you are requesting and record your contact details.
3. You will be transferred to, or contacted by, an AOD Practitioner who will undertake a holistic assessment (approx. 30 min) to ascertain the most beneficial type and level of support.

4. We will develop a plan with you for on-going treatment and support, that may include groups and/or individual counselling. You may also be referred to Althea Wellness Centre, Arcadia House or other services that can meet your needs.

## Appointments

Individual counselling appointments are available Monday to Friday 9am to 5pm, with limited after hours appointments available. You will be contacted by SMS or phone call to remind you of your appointment (when possible) the day before.

*Important — please let us know if you need to cancel or reschedule your appointment as soon as possible so we can reallocate that time slot to someone else on the waiting list.*

## Feedback and Complaints

What you think about our services matters. We welcome your feedback and suggestions about how we may improve our services at any time.

You have a right to:

- > Make comments or complaints.
- > Have grievance/s resolved fairly, promptly, confidentially and without retribution.
- > Be treated with respect, listened to and taken seriously.

If you have a complaint, ask to speak with the team leader or manager of the program. If you are not satisfied with the outcome, you may ask to speak with the Director of Service Delivery or the CEO on 6132 4800. You may also put your complaint in writing or email it to [reception@directionsact.com](mailto:reception@directionsact.com)

If you are still unsatisfied, you may contact the ACT Health Services Commissioner on 6205 2222.