Directions

Pathways to Recovery

2018-2019 Annual Report

including 2020 Calendar

Our Organisation

Directions Health Services have provided specialist alcohol and other drug (AOD) treatment and support programs for individuals and family members impacted by AOD use for over 40 years. Over this time, our evidence based programs have evolved to meet the needs of the diverse communities in which we work.

Our mission is to instil hope without judgment and to work in partnership to maximise health and wellbeing.

We work within a harm reduction framework and have a strong reputation for being client centred and providing respectful, non-judgemental care. Our logo is symbolic of our understanding that people are at different stages in terms of making choices and changes, and we are happy to work collaboratively with them, regardless of where they are in the change process.

Our positioning statement 'Pathways to Recovery' does not mean that abstinence is the goal; or there is only one pathway to recovery. Rather, we recognise that people determine for themselves their goals and priorities, and the pathway that best suits them to achieve these goals. We strive to support our clients and their families along their pathway/s and understand that as their needs change, so will their goals and priorities. This theme is also evident in our annual report calendar photos, which represent a variety of symbolic pathways that are reflective of the diverse environments in which we work, in the ACT and New South Wales.

January

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 New Year's Day	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26 Australia Day	27 Australia Day (Public Holiday)	28	29	30	31	

Acknowledgement

Directions Health Services acknowledges the traditional custodians of the lands upon which we serve, their ancestors and elders both past and present, and other represented Aboriginal and Torres Strait Islander nations. We are committed to actions that promote reconciliation and a positive future for all Aboriginal and Torres Strait Islander communities.

We work with individuals, their families and friends, the sector and wider community to offer a comprehensive range of flexible and complementary programs that include community based Treatment and Support Services in the ACT, Murrumbidgee, Goulburn, Eurobodalla, Monaro and Bega Valley Regions. We also operate the ACT's Needle and Syringe Program (NSP); Arcadia House withdrawal, residential rehabilitation and day programs; and the Canberra region's only specialist AOD primary health clinic, Althea Wellness Centre.

Directions has an ongoing commitment to providing high quality services that promote positive outcomes for individuals and family members impacted by alcohol, tobacco and other drug use. We have been very pleased to work with our primary funders - ACT Health; NSW Health; and Capital Health, Murrumbidgee and Coordinare Primary Health Networks, to develop new and innovative models of care, underpinned by evidence and best practice guidelines, to address gaps and better meet the needs in our communities.

OVER

5000

clients engaged with our services in **2018-19**

Directions Health Services President Frank Quinlan

President's Report

It was with great pride that Directions Health launched its first Reconciliation Action Plan during 2018-19 as part of its ongoing commitment to engaging more sensitively, respectfully and in unison with Aboriginal and Torres Strait Islander clients and communities. Directions' vision for reconciliation is to ensure that Aboriginal and Torres Strait Islander peoples are not disproportionately impacted by substance use and can access culturally competent treatment and support when they need it.

The Directions Community Advisory Group is invaluable to understanding and identifying the issues we need to pursue in order to improve outcomes for our clients and the whole community. On behalf of the Board, I extend our thanks to the members who give so willingly and generously of their time and expertise.

The Board of Directions believes the role of our organisation is broader than service delivery and

February

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13 Anniversary of Apology	14	15
16	17	18	19	20 World Day of Social Justice	21	22
23	24	25	26	27	28	29

Valuing Diversity

Directions values the contribution that diverse cultures, identities and lifestyles make to our region, enhancing the richness of our society.

we have a responsibility to reflect the changing needs of our clients and contribute to the evolution of drug and alcohol policy in Australia.

We know criminal penalties do not reduce drug use. It is time to take a serious look at how we can improve our legal system framework to actually reduce harms associated with drug and alcohol dependence. The Directions Board supports decriminalisation as a harm minimisation strategy. Decriminalisation of illicit drugs reframes the use and possession of small amounts of illicit drugs for personal use from a criminal issue to a health issue. It prioritises the value of providing support to individuals over the need to penalise them and in most cases, causing more harm long-term.

Two new members joined the Directions Health Board this year, expanding our capability and perspective. I would like to formally welcome Tina McGhie and Dr Betty Domazet to Directions. Betty is a Senior Emergency Physician at the Canberra Hospital and brings extensive health experience and expertise to our board. Tina is an Aboriginal woman who identifies with the Wiradjuri and Ngunnawal peoples of NSW and has extensive change management experience within employment, welfare and community services sectors.

We are optimistic about what the next 12 months holds as the exceptional Directions staff team, led by our CEO Bronwyn Hendry, continue to tirelessly work to improve services and support for individuals and families across all sections of our community who are impacted by substance use.

Directions Health Services CEO Bronwyn Hendry

CEO Report

This year Directions Health Services prioritised addressing service gaps and tailoring our services to better meet client needs. We were pleased to launch a number of new programs across NSW and the ACT, including a treatment and support service for people of all ages in the Bega Valley region; development of an innovative program in Narrandera that engaged local Aboriginal community members; expansion of our outreach services within the ACT and NSW; establishment of a Local Drug Action Team in the ACT; and, provision of alcohol and other drug education services to a variety of organisations and community groups.

We have expanded our health care team to include a pharmacist and extended our integrated primary health and alcohol and other drug outreach service in the ACT, taking health care directly to the most vulnerable members of our community. This enabled us to effectively engage some of our most disadvantaged clients,

March

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8 International Women's Day	9 Canberra Day (ACT Public Holiday)	10	11	12	13	14
15 National Close the Gap Day	16	17	18	19	20	21 Harmony Day
22	23	24	25	26	27	28
29	30	31 International Drug Checking Day				

In 2018-19, Directions Health contributed to policy discussions and public discourse on pill testing, the need for a health-first approach to inform our legal framework and establishment of a drug and alcohol court in the ACT. We will continue to utilise our influence to advocate for initiatives that reduce harm and increase the availability of effective, high-quality services.

and ensure they can access the holistic health care and support they require in one place. We were excited to receive funding from Capital Health Network and John James Foundation to commission a custom built mobile health clinic, which will be operational in 2020/21.

Demand for Directions' community-based services continues to be strong across the locations in which we work. Reviewing the impact of our programs has shown that our clients' commitment to reducing their substance use and/or the harms they may be experiencing, lead to significant improvements in their physical and psychological health, and their quality of life.

These achievements and outcomes would not be possible without our dedicated staff. I would like to thank everyone working at Directions Health for the exceptional support they provide to myself, our Board, our stakeholders, and most importantly, our clients. I would also like to thank the Board for their unwavering support and commitment to continually improving our services, developing informed positions on emerging issues and advocating for positive changes that will make a real difference in people's lives.

Althea Wellness Centre ACT

Althea Wellness Centre, funded by the Capital Health Network, provides comprehensive primary health services for people whose health is impacted by past or current AOD use, and their families. Althea services are integrated with other specialist AOD programs and health services, and clients receive coordinated care. We pride ourselves in delivering non-judgemental, respectful and supportive health care and psychological services to our many clients.

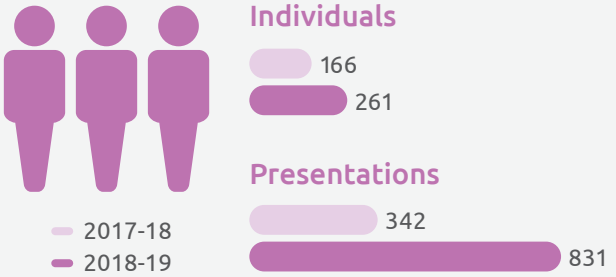
2018/19 brought continued service growth, with Althea expanding its GP, nursing and psychology services to include a non-dispensing pharmacist. Services are provided at Directions' Woden site and through outreach to several ACT locations to increase access for vulnerable populations. The integrated outreach services incorporate GP, nurse and counselling/case management support, alongside Canberra Alliance for Advocacy and Harm Minimisation (CAHMA) peer workers who provide Naloxone and harm reduction education, to ensure a 'no wrong door' approach for people seeking to address the impacts of AOD use on their health and wellbeing. These integrated outreach services have continued to grow under increased funding and according to community demand, this year delivering 111 outreach clinics for 261 individuals who would otherwise have gone without primary health intervention.

April

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7 World Health Day	8	9	10 Good Friday (Public Holiday)	11
12 Easter Sunday	13 Easter Monday (Public Holiday)	14	15	16	17	18
19	20	21	22	23	24	25 ANZAC Day (Public Holiday)
26	27	28	29	30		

In preparation for the roll out of My Health Record, Directions' Community Advisory Group members were trained and provided free sessions for people seeking to understand and manage their record. This initiative was developed in response to concerns vulnerable members of the community may not have access to technology or relevant information regarding the management of their online health record.

Integrated Outreach Clinics



Treatment & Support Services ACT

The ACT Treatment and Support Service (TSS), funded primarily by ACT Health, offers clients at all stages of change a range of harm minimisation-based interventions, therapeutic treatment and supports. All Directions' community-based treatment and support programs utilise a stepped model of care, with a focus on treatment matching and timely, 'right place, right time' support options. TSS also offers individual counselling for family members to assist them with their own self-care and strategies that enable them to support the person they are concerned about. Family members comprised 9% of the clients who accessed TSS services this year.

The number of individual clients accessing TSS services has increased by 45% in the last two years. Despite this sustained increase in demand, we have worked hard to minimise wait times for assessment, counselling and case management and have continued to offer same day walk-in and crisis support. In order to enhance accessibility to vulnerable populations, assessment and support options are offered face to face or over the phone, as well as in outreach settings, such as the Alexander Maconochie Centre (AMC), Oaks Estate, Ainslie Village, Adult

Collage, Expressive Therapy Group, 2019.

May

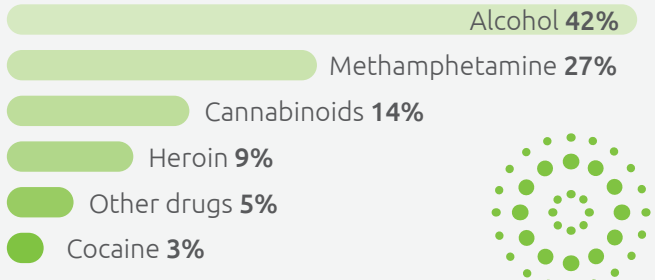
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12 International Nurses Day	13	14	15	16
17	18	19	20	21	22	23
24	25	26 National Sorry Day	27	28	29	30
31 World No Tobacco Day						

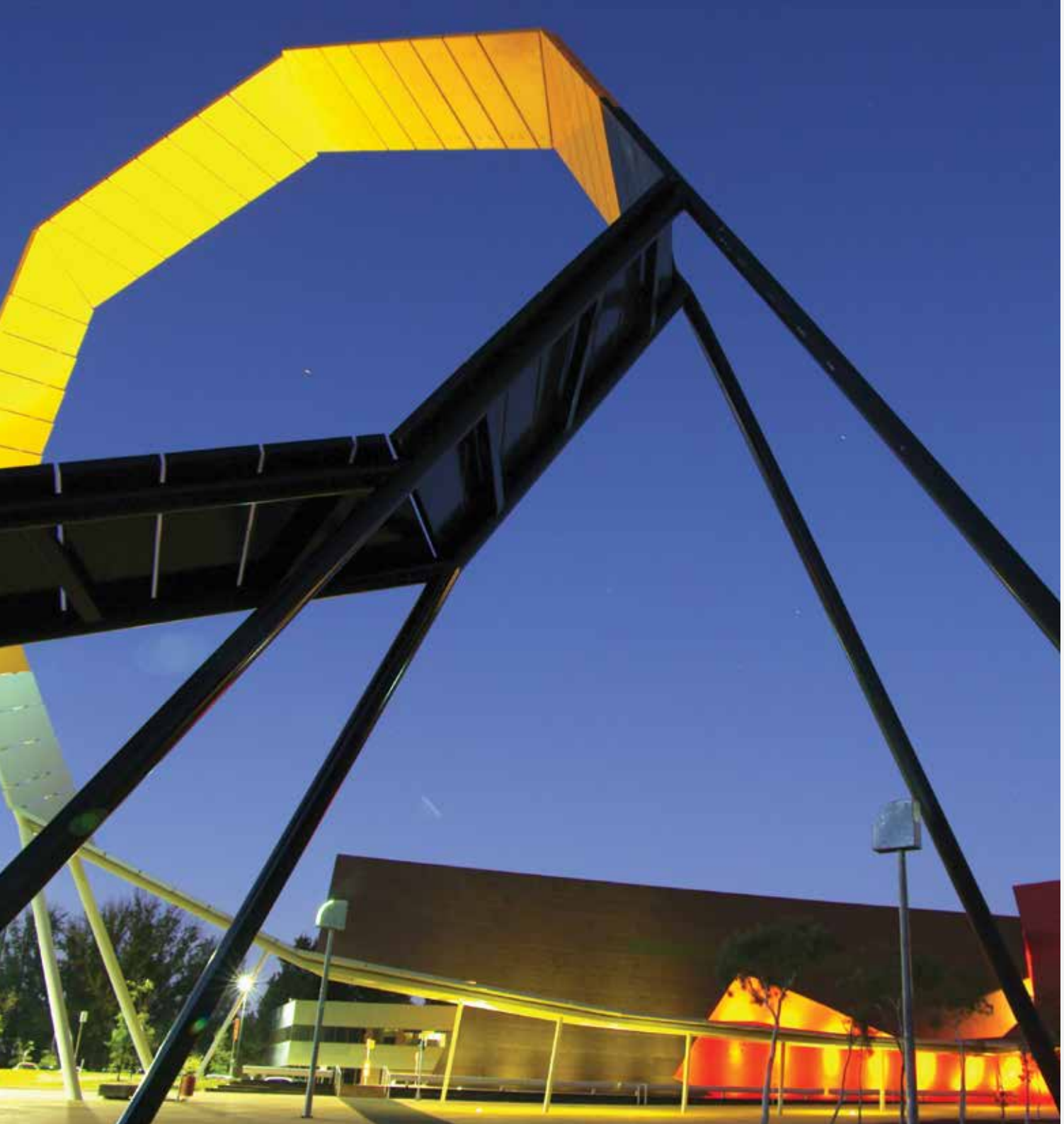
This year we also delivered numerous presentations and training sessions in workplaces and at community events. We value these opportunities to increase the Canberra community's understanding of substance use, its impacts, ways we can reduce related harms and how people can access services.

Mental Health Unit (AMHU) Canberra Hospital, Interchange General Practice (now Co-Op), headspace and other Directions' sites.

In addition to individual services, TSS continue to deliver a variety of groups at Woden and the AMC, including SMART, Mindful Self Compassion, ADAPT (Alcohol and Drug Awareness and harm Prevention Training), COMPASS (family support group), and a range of Expressive Therapies Groups. There has been a significant increase in group attendances this year, with 825 individuals attending an average of 4.3 groups each.

Clients' Primary Drug of Concern





Needle and Syringe Program ACT

The Needle and Syringe Program (NSP), funded by ACT Health, exists to improve health outcomes for people who inject drugs and reduce the spread of blood borne viruses in our community, by providing free clean injecting equipment, harm minimisation information, health assessments, blood borne virus advice, referrals, education and resources. Our primary NSPs are located in Civic and Phillip, and they also offer free nutritious meals and crisis support. Free injecting equipment can also be obtained from a variety of secondary sites shown on Directions' website, or purchased through participating pharmacies and from vending machines.

Civic NSP continues to offer free general health assessments and treatment, as well as information and referrals for Hepatitis C treatments through weekly outreach visits by the Althea Wellness Centre practice nurse.

All NSP staff are trained by Canberra Alliance for Harm Minimisation and Advocacy (CAHMA) in the recognition of overdose symptoms and administration of Naloxone. Additionally, a CAHMA peer worker visits the Civic NSP weekly and a Hepatitis ACT worker visits monthly to provide information and education.

June

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Reconciliation Day (ACT Public Holiday)	2	3 Mabo Day	4	5	6
7	8 Queen's Birthday (Public Holiday)	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Naloxone Program

In the new year, we look forward to establishing a new Naloxone program, funded by ACT Health. The program will be delivered in partnership with CAHMA and will significantly increase access to lifesaving naloxone nasal spray across multiple sites in the ACT.

The primary NSPs continue to offer free, unrestricted quantities of equipment to clients, including a variety of wheel filters, sharps disposal units, butterflies, fit brands and size varieties. Directions has also collaborated with UniSharp on the review of their peer-designed, coloured equipment, designed to minimise inadvertent sharing risks.

In the coming year we are planning to expand the types of equipment available through the ACT-wide vending machines to enhance after-hours access to clean equipment.

13,384

client presentations at primary NSPs

105

NSP clients accessed free on-site primary health services

Increased consumer choice and access to equipment

Arcadia House ACT

Arcadia House is an 11 bed alcohol and other drug treatment facility providing withdrawal and rehabilitation programs for clients who wish to cease their use of alcohol and other drugs. Both the day and residential rehabilitation programs operate on therapeutic community principles, utilising 'community as method' as a whole of person tool, for clients to develop positive life skills and achieve sustained behaviour change that will support their continued recovery. Before and after admission, clients are provided counselling, case management, brief interventions and educational and therapeutic groups to ensure continuity of care.

Arcadia House programs are collectively funded by ACT Health, Capital Health Network and Coordinare PHN.

This year, Arcadia House achieved accreditation against the Australian Therapeutic Community Association Standard for Therapeutic Communities and Residential Rehabilitation Services, in addition to Directions' organisation-wide QIC accreditation.

2018/19 saw an increase in rates of clients completing the 12 week program, as well as the establishment of a new Graduate's Group that creates an opportunity for graduates to give back to the community by role modelling and supporting current residents, whilst also providing one another with mutual

July

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Dry July begins	2	3	4
5 NAIDOC Week begins	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28 World Hepatitis Day	29	30	31	

Client Voices

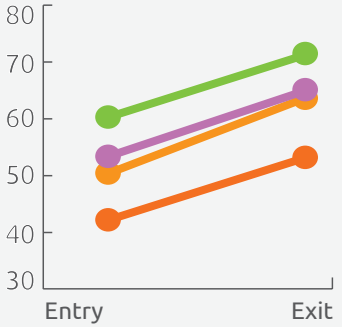
"When I walked in here I was sad, mad and lost. This TC has helped me for the long run. I never ever thought I'd finish, however I did. If I can do it, you can too... one day at a time. Too Deadly - Stay Strong!"

peer support. Arcadia House programs are based on cognitive behaviour therapies (CBT), complimented by a range of holistic therapies and Healthy Food Healthy Me, which teaches valuable living skills and provides an opportunity for clients to 'give back' by preparing meals for NSP clients.

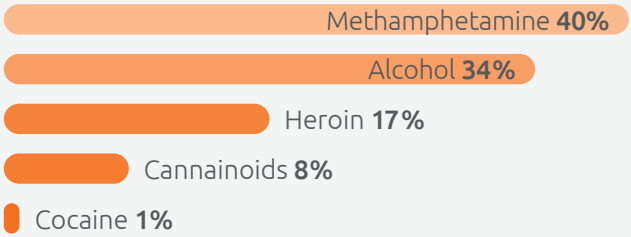
Arcadia House supports clients to make changes to their drug and alcohol use, physical and mental health, relationships, and overall quality of life, including follow up support so these improvements can be sustained long term. Client outcomes reported this year include a dramatic 66% reduction in mental health symptoms and significant overall improvements in holistic quality of life.

Quality of Life Outcomes

- physical
- environmental
- psychological
- social



Clients' Primary Drug of Concern



Pathways

Directions NSW Pathways programs deliver a suite of community-based treatment and support services to people in all stages of change, based on a stepped model of care and harm minimisation principles. The programs offer early intervention, intensive case management, counselling, crisis intervention, group work and support for clients and family members of all ages impacted by alcohol and other drug use.

Snowy & South Coast

Pathways Eurobodalla, Bega Valley and Monaro are funded by Coordinare PHN.

Close working relationships with the SE NSW LHD, in addition to other health care providers and NGOs, support the delivery of integrated care for individuals and families.

Pathways Eurobodalla

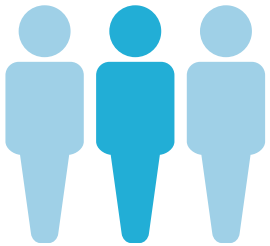
Pathways Eurobodalla has provided case management and counselling services to 346 individuals and family members in Batemans Bay, Moruya, Narooma and other townships according to demand. In-reach is provided to Hope House, BayLink, Corrections, Monty's Place and a variety of other agencies to maximise service accessibility.

August

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3 Bank Holiday (NSW Public Holiday)	4	5	6	7	8
9 International Day of the World's Indigenous People	10	11	12 International Youth Day	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31 International Overdose Awareness Day					

22%

of Pathways clients identify as Aboriginal and/or Torres Strait Islander



Total Pathways Clients

1187

Pathways Monaro

Pathways Monaro has provided counselling and case management services to 104 individuals and family members in Cooma, Jindabyne, Bombala, Delegate, Berridale and elsewhere in the region according to demand, as well as in-reach to the Cooma hospital and several other services.

Pathways Bega Valley

Directions' newest service launched in Bega in late 2018, and has already provided services to 93 individuals and family members. Directions' established the service with the support of Coordinare PHN, in response to sustained demand for community-based treatment options in the Bega Valley. The service is collocated with Grand Pacific Health and headspace Bega and provides visiting services to Pambula, Eden and Merimbula.

The Eurobodalla, Bega and Monaro services deliver weekly SMART groups in Narooma, Moruya, Cooma and Bega, as well as ADAPT (Alcohol Drug Awareness and harm Prevention Training), according to demand.

This year, we had the opportunity to present to students, teachers and parents at 6 schools and via numerous other forums across the regions regarding alcohol and other drugs, their impacts, strategies to reduce harms and access to services.

Pathways

Murrumbidgee & Southern Tablelands

Pathways Goulburn Region

Pathways Goulburn Region provides specialist methamphetamine services, as well as services for clients and family members impacted by alcohol and other drugs. In 2018/19, Pathways Goulburn Region provided support to 237 individuals and family members impacted by methamphetamine, alcohol and other drug use. Counselling, case management and groups, including SMART, MAPP (Methamphetamine, Awareness and harm Prevention Program) and Circle of Security Parenting groups continue to be delivered. Regular visiting services are provided to Yass, Crookwell, Braidwood and Gunning, in addition to headspace Goulburn and Chisholm Ross mental health inpatient unit in-reach. Clients are seen in a location that is convenient and comfortable for them, including home visits.

The service is delivered in partnership with Ted Noffs Foundation and is funded by both NSW Ministry of Health and Coordinare Primary Health Network (PHN).

September

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9 International Fetal Alcohol Spectrum Disorder Awareness Day	10 World Suicide Prevention Day R U OK? Day	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

This year saw an increase in service delivery in Narrandera, as well as growth in local partnerships and in-reach activities, including to GP practices, lands councils, employment services, schools, courts and justice agencies, LikeMinds and other health and community services.

Pathways Murrumbidgee

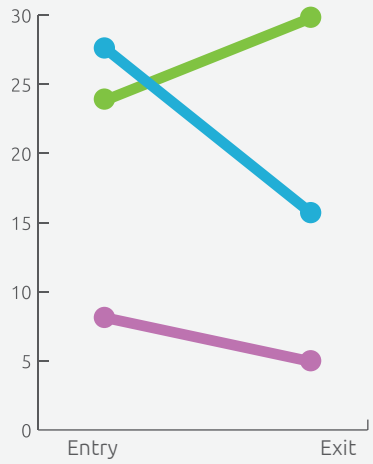
Pathways Murrumbidgee offers a diverse suite of programs funded by Murrumbidgee Primary Health Network and NSW Ministry of Health, including:

- Specialist methamphetamine (Ice) treatment and support services for people of all ages;
- Pre-admission and post-discharge support services for people accessing rehabilitation programs;
- Alcohol and other drug (AOD) services for young people accessing headspace Griffith; and
- Work It Out, a program for young Aboriginal and Torres Strait Island people whose work or education is impacted by AOD issues.

In 2018/19, Pathways Murrumbidgee supported over 400 clients at our Wagga Wagga and Griffith sites, and through regular visiting services to Tumut, Young, Cootamundra, Temora, Narrandera, Leeton and several other small communities.

Pathways Outcomes

- ↑ quality of life
- ↓ psychological distress
- ↓ severity of dependency



Our People

Quality

To support our commitment to continuous quality improvement across all services, Directions undertakes three rigorous accreditations. This year, Arcadia House successfully achieved accreditation against the Australasian Therapeutic Communities Association's (ATCA) Standards for the first time. We also completed our organisation-wide mid-term assessment against the QIP Health and Community Services Standards.

Our recent accreditations highlighted the following organisational strengths:

- Client focus: how Directions supports our clients from their first contact and continues this support throughout their engagement
- Integration of service delivery: how clients can seamlessly access different programs / services in the organisation, according to their needs.
- Staff development: how staff are continually supported to develop their skills and expertise

This year we have continued to refine our integrated assessment and outcomes framework, in collaboration with our clients and staff. Directions' suite of outcome measures supports our clinical staff to work collaboratively with clients to monitor progress towards their identified goals, improve clinical practice, aggregate essential data about our client population and inform ongoing evaluation of our programs.

October

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 Ocsober begins	2	3
4	5 Labour Day (Public Holiday)	6	7	8	9	10
11	12	13	14	15	16	17 International Day for the Education of Poverty
18	19	20	21	22	23	24
25	26	27	28	29	30	31

We are very pleased to report that Directions staff who identify as Aboriginal increased from 8% in 2017/18 to 10% in 2018/19. In addition, 15% of our staff are from culturally and linguistically diverse backgrounds.

Our annual staff survey identified that, "100% of staff believe unequivocally that Directions' work positively impacts lives".

Human Resources

Directions' staff are located across four locations in the ACT and six sites throughout regional NSW. This year, our staffing increased from 79 to 85 staff. We place a strong emphasis on supporting and connecting our staff and creating a safe and rewarding work environment that fosters an inclusive culture and positive work/life balance.

Our staff have access to study leave for tertiary courses and a range of training and professional development courses, as well as external clinical supervision and internal reflective practice for clinical staff. Our Aboriginal and Torres Strait Islander staff also have access to cultural mentoring.

We have really valued our student placements across a range of disciplines again this year, including social work, medical, law, AOD Certificate IV, art therapy and counselling, with a number of our students successfully joining our organisation post-placement.

New staff in the ACT and throughout our NSW regional programs undertake a comprehensive induction into Directions services and culture. We ensure they feel supported from the time they commence work with us and in their transition to other positions within our organisation.

Finance & ICT

ICT

With continued growth in services in the regional areas of NSW in 2018/19, it was a year of opportunity to further strengthen and streamline Directions' use of data and communication networks. A project was undertaken to migrate IT services such as email and intranet to the cloud, positioning us for future growth. Process improvement was undertaken to collect the relevant reportable service data, with increased automation, as well as to provide instantaneous feedback to clients regarding their progress over time.

Finance

There was an increase in funding compared with the previous year of $1,008,623. This resulted in total revenue of $7,693,030 for the financial period ended 30 June 2019. Continued efforts to diversify funding resulted in externally generated income from funders outside the ACT increasing by 29% to comprise 37% of total income. This diversification mitigates the risk of over-dependency on a particular source of revenue, which could potentially affect long-term sustainability.

Despite the growth in funding and services over the past year, overhead costs as a proportion of total costs have remained constant.

To ensure we can continue our work into the future, Directions has prioritised long-term sustainability through sourcing additional income from fee for service activities and building up reserves. To this end, we grew reserves this year by $69,612; resulting in total assumulated reserves of $868,730.

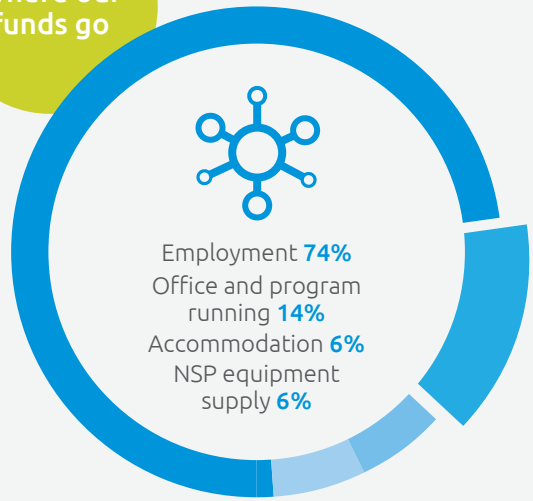
November

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13 World Kindness Day	14
15	16	17	18	19 International Men's Day	20	21
22	23	24	25	26	27	28
29	30					

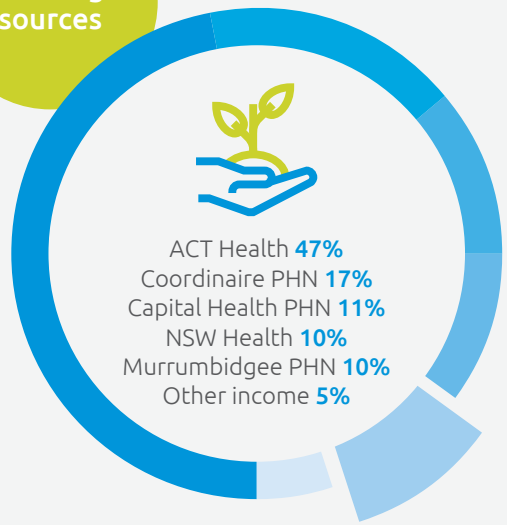
TSS Family Client

"...just having access to people and an organisation who understand the situation – we had no idea at all of the impact that an ice addiction could have on a person and the repercussions to the family."

Where our funds go



Funding sources



Directions' Reconciliation Action Plan launch, March 2019
L-R: Jacinta Hayward-Ryan (Coordinator, Pathways Eurobodalla), Bronwyn Hendry (CEO, Directions Health Services), Frank Quinlan (President, Directions Health Services), Serena Williams (Aboriginal Legal Service), Tom Cappie-Moore (Reconciliation Australia).

Engaging Community

Directions values the lived experience of our clients, recognising that their contributions provide a unique lens to shape and improve our services and inform organisational initiatives

Directions Community Advisory Group

Directions' Community Advisory Group (CAG) is comprised of people who have experienced substance use issues and family members who have engaged with our services for support. The CAG continues to provide the voices of lived experience to management and the Board, and has actively contributed to service development throughout the year. Their contribution included representation on our recruitment panels, provision of information sessions on My Health Record, consultations and advocacy for individual clients, introduction of a graduates group to provide peer support for Arcadia House current and past clients and input into service planning and design.

This year CAG welcomed a representative from the Eurobodalla region and we look forward to recruiting new members from other regions in NSW.

Valuing Client Voices

Clients are offered the opportunity to provide feedback to Directions through a variety of mechanisms, including our Annual Client

December

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 World Aids Day	2 International Day for Abolition of Slavery	3	4	5
6	7	8	9	10 Human Rights Day	11	12
13	14	15	16	17	18 International Migrants Day	19
20	21	22	23	24	25 Christmas Day (Public Holiday)	26 Boxing Day
27	28 Boxing Day (Public Holiday)	29	30	31		

Pathways Client

"This is a great service for the local area - there are no other places like it... The staff are amazing and helped me with reducing my use"

Satisfaction Questionnaire (CSQ). In 2018/19, an average 95% positive satisfaction rate was recorded across our services, with 98% of respondents indicating that they would recommend Directions to others in need. Feedback from our clients was overwhelmingly positive:

"If it wasn't for Directions, I'd still be using"

"Keep up the good work. Lives can change here"

Directions additionally welcomes client input and promotes consumer voices within the sector by supporting their participation in research. This included participation in the annual Kirby Institute Finger Prick Survey; ACT Illicit Drug Reporting System (IDRS) research; UNSW Centre for Social Research in Health research, commissioned by ACT Health, to examine stigma and discrimination experienced among priority populations affected by sexually transmissible infections (STI) and blood borne viruses (BBV) in the ACT; and promotion of UNSW and ADF research regarding released AMC detainees experiences of re-integrating the into community.

2020

JANUARY

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Directions Reconciliation Action Plan

Directions first Reconciliation Action Plan (RAP) – an Innovate RAP, was launched in May 2018.

Progress on our RAP commitments included:

- Increased recruitment and development of local Aboriginal staff
- Enhanced cultural safety through a range of training and policy initiatives
- Introduction of cultural mentoring for Aboriginal staff members
- Support for Aboriginal and Torres Strait Islander community events, including coordination of NAIDOC Week Community Event 2019, co-hosted with 11 other community organisations in Woden Square, ACT and participation in other NAIDOC events

Local Drug Action Teams (LDAT)

We were very pleased to establish an LDAT in the ACT called ACT Connect – Prevention through Participation, in partnership with the Public Advocate of the ACT Children & Young People Commission, Belconnen Community Services, Variety Every Chance to Play, YWCA and CAHMA. The aim of our LDAT is to support vulnerable young people aged 8 – 14 years to participate in community sports, arts and other organised activities, to build resilience and support community connections that can have a positive impact. We are also pleased to be a member of the Local Drug Action Team in Eurobodalla, and look forward to continuing to work with our partners in other regions on some exciting initiatives over the coming year.

JULY

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We welcome donations and sponsorship opportunities from the corporate sector and encourage those interested to contact us directly.

Our Partners

We are glad to work closely with a wide range of service partners in the ACT and NSW. Our partners include Relationships Australia, Care Financial Inc., Employment Plus, ACT Mental Health Consumer Network, Hepatitis ACT, Canberra Alliance for Harm Minimisation and Advocacy (CAHMA), St Vincent De Paul Society, Argyle Housing, Canberra Health Services, Toora Women Inc., Oz Harvest, Calvary Riverina Drug and Alcohol Service, Ted Noffs Foundation, headspace Canberra, headspace Griffith, Grand Pacific Health, Legal Aid Goulburn, and Alcohol and Drug Services in the ACT and NSW.

We would like to thank everyone who has generously donated their funds, goods, time and skills to us this year – your support makes a big difference to our clients. In particular, we would like to thank Canberra Milk for their generosity over many years, donating milk each week that is much appreciated by our clients.

"Directions' AOD Practitioner - Kellie, and Non-Dispensing Pharmacist - Augustine, hand out milk donated by Canberra Milk at the 2019 Community NAIDOC Week event

My Way

This artwork reflects the story of hope and recovery for people struggling to manage their use or dependence on alcohol and/or other drugs, recognising the impact this has on their mental health and their ability to cope with everyday life. The pathway towards recovery is unique to each person, with the understanding that not all journeys are linear nor strive for the same goals. Having support that is non-judgemental, that recognises your individual story and walks beside you on your journey, is key to achieving your recovery goals.

Owen Lyons 2018