Camel Rock Bermagui, NSW Australia

Directions

Annual Report 2020-21

incl. 2022 Calendar

Our Organisation

Directions Health Services has provided specialist alcohol and other drug (AOD) treatment and support programs for individuals and families members impacted by AOD use for over 40 years. We work within a harm reduction approach, with a strong reputation for providing client centred, respectful, non-judgemental care.

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.

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' recognises that our clients determine their own goals and priorities, and the pathways that best suit them.

Our evidence-based programs in the ACT and surrounding regions of NSW have continued to evolve to meet the needs of the diverse

January

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1 New Year's Day
2	3 New Year's Day *Public Holiday*	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 *(Public Holiday)*	27	28	29
30	31					

Acknowledgment

Directions Health Services acknowledges the traditional custodians of the lands upon which we serve, their ancestors and elders past, present and emerging, 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.

communities in which we work, and we have established a number of new programs this year. We have been well supported by our primary funders - ACT Health, NSW Health, Capital Health Network and Murrumbidgee and Coordinare Primary Health Networks (PHN), and have embraced the opportunity to develop new and innovative models of care that can better meet the needs of our communities.

This year we have been privileged to work with a team of government and non-government services that have provided the ACT's response to COVID-19 for vulnerable population groups. This collaborative approach has ensured that all members of the Canberra community had access to vaccines, health care, medications and other supports during the pandemic.

For our calendar pictures this year we have chosen an Australian water theme, the majority of which are stunning examples from our local communities. For many of us, being able to enjoy our local environment has been a silver lining within a challenging Covid-affected year. We hope we can all look forward to safely exploring interesting local, interstate and international destinations in the coming year. We also appreciate how hard it has been for families and friends separated in the pandemic and wish you all a joyous reunion when the time comes.

Kosciuscko National Park NSW

Chair's Report

This is my first Annual Report for Directions Health Services in over 20 years, having last held the Chair position in 1998. I was honoured to re-join the Board and be elected Chair at the last AGM.

Since my last term, Directions has grown in professionalism, reach and range of services, while remaining committed to the values and mission that underpinned it from the beginning. Now expressed in the acronym ICARE - Integrity, Compassion, Acceptance, Respect, Excellence – these values have guided Directions' impressive record of effective services to individuals and families impacted by alcohol and other drugs (AOD).

I record our thanks to Frank Quinlan, who stepped down as Chair after five years in this role. His stewardship enabled Directions to diversify, expand its footprint and develop innovative programs that better meet clients' needs. Thanks also to Paul Walshe and Ben Duggan who retired as Board members. Their significant contributions included Paul's sage marketing and fundraising advice and Ben's co-chairing of the Community Advisory Group.

The Community Advisory Group is essential in helping Directions ensure our work is grounded in the issues needed to improve outcomes for clients and the community. I thank CAG members for generously contributing their time and expertise.

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	20	21	22	23	24	25
26	27	28				

"We also underwent three successful accreditation processes that all recognised the high quality of our services. I thank and congratulate all staff involved in achieving this outcome."

Whilst COVID-19 led to some of our services moving on-line, teaching us new skills and appreciation of the value of face-to-face interaction, much of our services remained face-to-face. I thank all the staff, and especially our CEO, Bronwyn Hendry, for their excellent work maintaining and expanding our services to better meet the needs of our clients in the pandemic, despite the disruptions and challenges it posed.

This year we further contributed to AOD policy, and made a submission to the ACT Legislative Assembly inquiry that supported the decriminalisation of possession and use of small amounts of drugs. Our submission outlined our direct experience of the harms that result from making personal drug use and possession a crime.

We also underwent three successful accreditation processes that all recognised the high quality of our services. I thank and congratulate all staff involved in achieving this outcome.

We welcomed our new Director, Susan Helyar, who brings considerable experience in advocacy and the community sector. I am grateful to all Directors for generously contributing their hard work, expertise and conscientious attention to the business of Directions.

We look forward to next year, when life returns to much of what we knew before. Hopefully, this will be informed by the best of our 2021 experiences, making the new normal a better way to do what we do.

Directions Health Services Chair,
Acting Justice Richard Refshauge

Newcastle Ocean Baths NSW

Directions Health Services CEO Bronwyn Hendry

CEO Report

Whilst this has been another extraordinary year for Directions, and for everyone in our community, it has also been a very rewarding year!

I feel so privileged to lead an outstanding staff team who demonstrated their dedication, passion and creativity in ensuring our clients could continue to access AOD and primary health services, as well as COVID-19 tests, vaccines and other protective measures that helped keep them safe during the pandemic.

We were excited to launch out Chat to PAT purpose built mobile clinic and expand our Primary health, AOD and mental health outreach services to five sites; expand our NSP outreach and vending machine services; support people to successfully quarantine by delivering opioid maintenance therapy and support and provide services to people referred by the Supreme Court Drug and Alcohol Sentencing List.

Critically this year, CHN and ACT Health supported us to expand our vaccination program. We

March

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

"Our new Sapphire Health and Wellbeing Service in the Bega Valley is an outstanding example of how we worked in collaboration with our partners to provide individuals and families with holistic health care and wrap around support."

established dedicated vaccination clinics in Woden and partnered with Housing ACT and Canberra Alliance for Harm Minimisation and Advocacy (CAHMA), to deliver vaccines to the doors of vulnerable people living in public and social housing complexes and rehabilitation services across Canberra.

We have been very fortunate to work closely with some fantastic NGOs and government agencies to meet the needs of people impacted by AOD use, COVID-19 and other complex health and social issues in both the ACT and NSW. Our new Sapphire Health and Wellbeing Service in the Bega Valley is an outstanding example of the holistic care and wrap around support you can provide when you work in collaboration.

On behalf of our executive and staff team, I would like to thank our Board Directors for their guidance and support throughout the year, for ensuring we are well governed and have the resources we need to innovate and better meet the needs of our clients and communities. In particular, I would like to thank Justice Richard Refshauge, Directions Chair, for his support and sage advice over the past year.

We look forward to continuing our advocacy for decriminalisation and improved treatment and harm reduction services for people impacted by substance use, as well as better access to mental health services. We will also expand our PAT outreach services and continue to work with Pill Testing Australia and the ANU to further develop the model for fixed site pill/drug checking in the ACT.

Althea Wellness Centre ACT

Althea Wellness Centre, funded by the Capital Health Network and ACT Health, provides comprehensive primary health services for people whose health is impacted by past or current AOD use. Comprising GPs, nurses, mental health clinicians and non-dispensing pharmacist, Althea's services are integrated with other specialist AOD programs and health services to ensure clients receive coordinated care. We pride ourselves in delivering non-judgemental, respectful and supportive health care and psychological services to our many clients.

Despite the challenges of 2020/21, Althea's services continued largely uninterrupted, ensuring access to vital health services was preserved for some of Canberra's most vulnerable people. Services continued to be provided at Althea's clinic in Woden and through outreach to the Needle Syringe Program in Civic, Canberra Alliance for Advocacy and Harm Minimisation (CAHMA), and five additional sites via PAT, as well as pop up vaccine clinics at other public and social housing complexes across Canberra . We also expanded our clinics in Woden.

Chat to PAT

Directions celebrated the launch of Chat to PAT, our custom-built mobile clinic, in November 2020. PAT has expanded the reach of our

April

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

"Chat with PAT is the best thing to ever happen for Oaks Estate"

pat
Pathways to Assistance and Treatment

services to provide integrated GP, nurse, AOD counselling, case management, mental health and harm minimisation support alongside CAHMA peer workers to Ainslie Village, Oaks Estate, Illawarra Court, Veteran's Park and Kanangra Court. PAT was funded by Capital Health Network (CHN), John James Foundation and Member for Bean David Smith, and operates with CHN and ACT Health funding support.

237
Clinics

70%
INCREASE in clients seen on outreach

Lake Burley Griffin ACT

Treatment and 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 and a support group for family members to assist them with their own self-care and strategies that enable them to support the person they are concerned about.

Despite the pandemic, we continued to offer same day walk-in and crisis support throughout the year and worked hard to minimise wait times for assessment, counselling and case management. Services were also offered at multiple sites throughout ACT, Alexander Maconochie Centre (AMC), Oaks Estate, Ainslie Village, Veteran's Park, Kanangra Court, Belconnen, Adult Mental Health Unit (AMHU) Canberra Hospital, Interchange Co-Op, and headspace Canberra, though outreach to some locations temporarily ceased due to COVID-19. Groups continued to be offered, with a transition to online delivery of nine weekly

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 Reconciliation Day *(ACT Public Holiday)*	31 World No Tobacco Day				

Valuing Diversity

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

groups during periods of increased COVID risk. TSS also provided services for people participating in the ACT Drug and Alcohol Sentencing List (DASL).

TSS staff provide presentations and information sessions to community groups and workplaces to increase the Canberra community's understanding of substance use, its impacts, ways we can reduce related harms and how to access treatment.

15%
INCREASE in people recieving support

45%
REDUCTION in alcohol consumption

50%
REDUCTION in problems with mental health

Karijini National Park WA

NSP and OMT Deliveries, 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 sterile injecting equipment. Directions' primary NSPs in Civic and Phillip also provide harm minimisation information, health assessments, blood borne virus screening and advice, referrals, health education, resources, free nutritious meals and crisis support. In partnership with CAHMA, we are able to offer free live-saving naloxone nasal spray (Nyxoid) and training on how to recognise and respond to a possible overdose. 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 throughout Canberra.

Civic NSP continued to offer free health checks, information, treatment and referral for a range of health conditions, including Hepatitis C, through weekly outreach visits by an Althea Wellness Centre practice nurse.

NSP outreach was expanded to make it easier for people to access equipment and reduce their exposure to COVID-19. The range of

June

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

"I only have positive things to say but my biggest is the lack of judgement"

equipment and number of vending machines was also increased.

277

Free primary health care
occasions of service

OMT Delivery

In response to the pandemic, Directions continued to provide the OMT Delivery service, funded by ACT Health. This initiative supports people prescribed opioid maintenance therapy (OMT) who are required to isolate or quarantine to continue to access their OMT and receive other essential medications and material support. This service was vital in supporting people to successfully quarantine and reduce the spread of COVID-19.

1000+

Deliveries

Rocky Valley Falls Creek VIC

Arcadia House ACT

Arcadia House is a 12 bed therapeutic community providing withdrawal and day and residential rehabilitation programs for clients who wish to cease their use of alcohol, tobacco and other drugs. Arcadia House utilises 'community as method' as a whole of person approach to assist clients to develop positive life skills and achieve sustained behaviour change that will support their continued recovery. Before, during and after admission, clients are provided case management, brief interventions, counselling and educational and therapeutic groups to ensure continuity of care.

A range of holistic initiatives compliment the therapeutic community approach, including a suite of CBT-based groups, St Johns first aid training, information sessions with Legal Aid and Hepatitis ACT, exercise program, living skills, gardening program and participation in Healthy Food Healthy Me, which teaches valuable cooking and nutritional skills and provides an opportunity 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. Arcadia's Graduate's Group creates an opportunity for graduates to

July

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Dry July begins	2
3 NAIDOC Week	4	5	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						

"If you want help stick with Directions. They have so much support with everything and they do care and want to help"

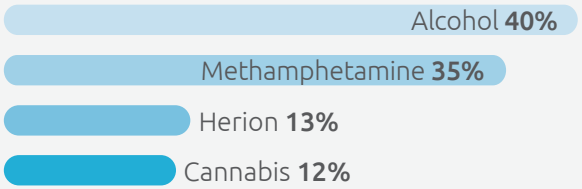
18%

INCREASE in people seeking residential treatment

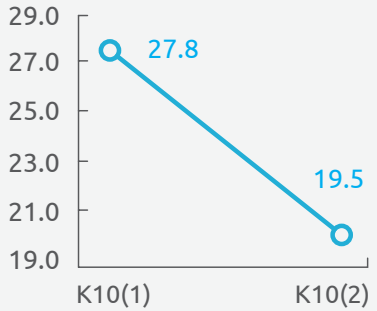
give back to the community by role modelling to current residents, whilst also providing one another with mutual peer support. We developed a new on-line day program that will be implemented this year.

Arcadia House was re-accredited this year against the Australian Therapeutic Community Association standards for therapeutic communities and residential rehabilitation services, in addition to Directions' organisation-wide QIC accreditation. The Arcadia House programs are collectively funded by ACT Health, Capital Health Network PHN and Coordinare SNSW PHN.

Primary Drug of Concern



Decrease in psychological distress



South Durras NSW

Pathways *NSW*

South Coast & Snowy Region

Our programs in the Southeast of NSW have demonstrated their flexibility and versatility as they support their local communities. Despite the continuing restrictions and challenges in delivering face to face and online services, the positive results in the Client Satisfaction Questionnaire (CSQ), reflect the dedication and resilience of our staff and clients. Our South SENSW programs are funded by Coordinare PHN.

Pathways Eurobodalla

Pathways Eurobodalla has welcomed the opportunity to expand their services available across the region, and in particular increase services to the Narooma community. A satellite office was established and the team has focussed on developing stronger relationships with the local high school and GP practices. Pathways Eurobodalla was also pleased to be part of the successful Local Drug Action Team (LDAT) and looks forward to increasing support to young people in the region.

Pathways Monaro

Pathways Monaro has seen the expansion of SMART Recovery groups in the area, although

August

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Bank Holiday *(NSW Public Holiday)*	2	3	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 World Humanitarian Day	20
21	22	23	24	25	26	27
28	29	30	31 International Overdose Awareness Day			

18% **CLIENTS** identified as Aboriginal and/or Torres Strait Islander

570 **CLIENTS** received a service

100% of clients surveyed across the region said they were very satisfied (the highest option) with the services that they received.

this has been impacted by restrictions on gatherings due to COVID-19. Staff have worked hard on developing and strengthening relationships with partner organisations in the area, to develop a more holistic and collaborative approach to supporting clients.

Pathways Bega Valley

Pathways Bega has seen a smooth transition in staff members and continues to work in collaboration with other key organisations in the Bega Valley. The strong reputation of Pathways Bega helped to pave the way for SHaWS to commence in the region.

Sapphire Health and Wellbeing Service (SHAWS)

This year has seen the commencement of SHaWS, a holistic program providing primary health, mental health, Aboriginal health, and drug and alcohol treatment and support services in the Bega Valley was established this year. The SHAWS consortium is led by Directions, working in partnership with Katungul, Grand Pacific Health, and several medical practices on the Sapphire Coast, including Curalo, Bega Valley Medical, and Lighthouse Bermagui. SHaWS provides assessment, counselling, case management, therapeutic and support groups, home detoxification support, crisis intervention and mental health support, assistance entering and exiting residential rehabilitation services and support for family members and friends. SHaWS provides services to Bega, Eden, Wallaga Lake, Bermagui, Merimbula and other townships within the region.

Dove Lake Cradle Mountain
National Park TAS

Pathways *NSW*

Murrumbidgee and Southern Tablelands

Pathways Goulburn Region

Pathways Goulburn Region is delivered in partnership with Ted Noffs Foundation and is funded by both NSW Ministry of Health and Coordinare PHN.

Pathways Goulburn provided specialist community-based treatment and support services to 369 individuals and family members impacted by amphetamine, alcohol and other drug use.

A combination of in-person and online counselling, case management and group services were provided to Goulburn, Yass, Crookwell, Braidwood and Gunning residents, in addition to headspace Goulburn and Chisholm Ross mental health inpatient unit in-reach.
In the new year, we look forward to further expanding our services in the Yass area.

Pathways Murrumbidgee

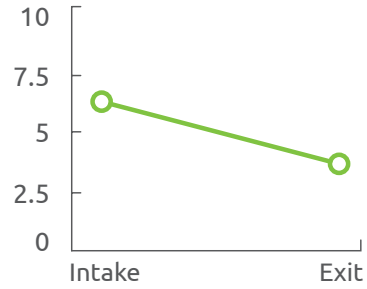
Pathways Murrumbidgee offers a diverse suite of programs funded by Murrumbidgee Primary

September

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

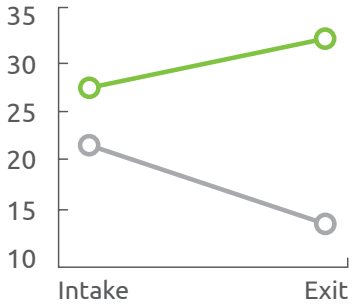
Pathways outcomes

↓ severity of dependence



↑ quality of life

↓ psychological distress



Health Network and NSW Ministry of Health, including:

- Specialist methamphetamine 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 use.

In 2020/21, Pathways Murrumbidgee supported 432 people in Wagga Wagga, Griffith, Tumut, Young, Cootamundra, Temora, Narrandera, Leeton and surrounds regarding their own or a family members' substance use.

34%

Pathways Murrumbidgee clients identify as Aboriginal

Mossman Gorge Daintree National Park QLD

Our People

Despite the challenges of COVID-19, our staff demonstrated exceptional commitment to delivering high-quality services to our clients and the broader community. It goes without saying that our staff are our greatest asset! They were truly inspirational and their efforts and contribution did not go unnoticed among community members and, certainly, our management team. Directions staff are located across four sites in the ACT, as well as six locations in regional and coastal NSW.

Staffing numbers grew from 88 to 98 during the year. All new staff undertook a comprehensive induction program and orientation to Directions services as they transitioned into their new roles. Directions continued to make every effort to maintain a supportive and safe workplace for staff by offering regular online health and wellbeing and self-care sessions, including yoga, mindfulness meditation and interactive groups games, quizzes and activities. The importance of innovation and personal development for our staff continued to be a priority. Many staff undertook training opportunities and took advantage of our generous study leave provisions. We were vigilant in keeping our workplace environment safe, implementing a range of traditional and innovative infection control measures and developing personal support plans for individual staff. Our new Directions Health Services Enterprise Agreement 2021 was approved by the Fair Work Commission in May, providing staff with a range of additional benefits and generous leave provisions.

October

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

"It goes without saying that our staff are our greatest asset! They were truly inspirational and their efforts and contribution did not go unnoticed among community members and, certainly, our management team."

Quality

Directions progressed the development and implementation of robust systems to support the comprehensive assessment of our clients' needs and the ongoing measurement of their service outcomes. Our innovative assessment and outcomes toolbox is now in operation across all of our community-based counselling and support services in the ACT and NSW, providing a rich, integrated and coherent dataset that will better inform our understanding of client needs and outcomes, and support evaluation of service efficacy.

The high quality of Directions' services and systems has again been recognised by the accrediting bodies who assess our organisation against the QIP, AGPAL and ATCA quality standards. During the year, we have again achieved accreditation against all three sets of standards. Commendations by the assessors included '*dynamism and vibrancy*', '*ability to influence the service landscape*' and '*outstanding commitment to continuous quality improvement*'.

Directions continues its commitment to responsive service delivery for Aboriginal and Torres Strait Islander clients, through our progression of the initiatives articulated in our *Innovate* Reconciliation Action Plan and the development of our new *Stretch* RAP in 2021. Our ongoing engagement in the NSW AOD cultural guidelines project continues to support our RAP initiatives.

Murray River SA

Finance & ICT

ICT

The Information and Communications Team (ICT) continued to meet the demands of the organisation as the COVID-19 pandemic posed unique challenges in terms of remote access, service continuity, and funding utilisation. Hardware was updated as required and staff training was delivered, allowing services to continue uninterrupted and meet contractual KPIs.

The Assessment Tool and Outcome Measure (ATOM) was implemented during the year. This tool was developed in-house after incorporating feedback from staff and is customised to the information gathering needs of our organisation. The ATOM will enable us to better understand client circumstances, the impact of their substance use and the efficacy of our services. The tool engages clients in assessing their progress and enables clinicians to reflect that back in in real time. ATOM continues to be refined based on user feedback.

Finance

Total revenue increased by $1.35 this year. This 17% increase resulted in total revenue of $9.4 million. Labour continues to be the largest cost driver and despite the significant increase in total revenue, overhead costs as a proportion of total costs remained constant.

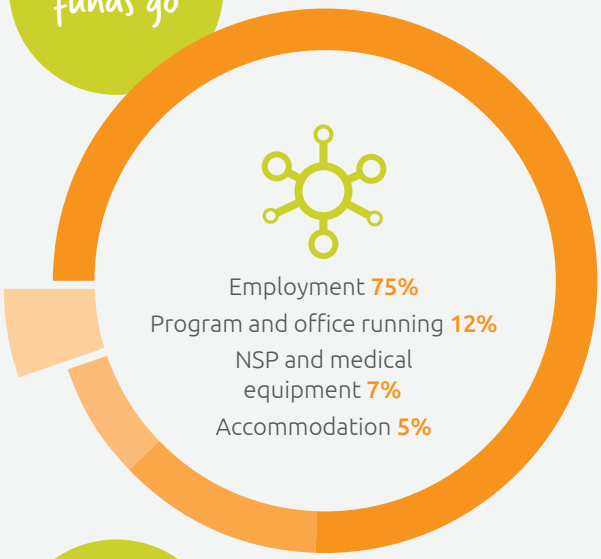
After recognising an accounting expense of $83k in relation to the newly adopted lease accounting standard, Directions made a loss of $21k for the financial year; resulting in total accumulated reserves of $1.47m.

November

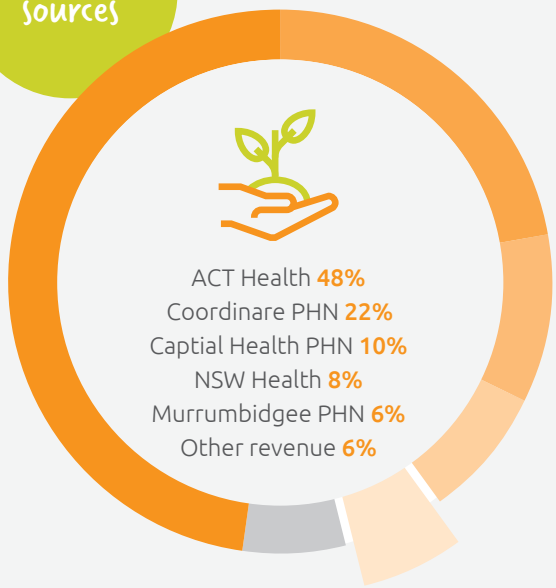
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13 World Kindness Day	14	15	16	17	18	19 International Men's Day
20	21	22	23	24	25	26
27	28	29	30			

The Assessment Tool and Outcome Measure (ATOM) was progressively implemented during the year. This bespoke tool developed in-house incorporates a number of validated holistic outcome measures and enables clients and clinicians to track their progress in real time. It also provides valuable feedback on the efficacy of our services.

Where our funds go



Funding sources



Bears Beach Bermagui NSW

Engaging Community

The Value of our Client's Voices

Despite the challenges of connecting during COVID, Directions' Community Advisory Group (CAG) continues to provide key representation to our Executive and Board. They offer their insights through the lens of client experience, and provide salient suggestions for service enhancement. The commitment of our CAG members in not only bringing the client voice to the operational table but also to our accrediting bodies, through their pro-active engagement in our accreditation processes, is very much appreciated. In addition to their formal CAG meetings, CAG members continue to offer their time and expertise to support Directions through participation in recruitment, engagement in the Arcadia House Graduates Group and other ad hoc activities that support our clients.

Directions' clients have continued to endorse the quality of our services, with 97% of clients indicating their satisfaction with the services they received from Directions. Through the 2020 Client Satisfaction Questionnaire (CSQ), Directions was also able to discern the level of holistic care experienced by our clients, with 87% indicating that Directions provided them with holistic support to address issues across other significant life domains, in addition to their substance use. Directions' uplifting and positive approach was a recurring theme in the

December

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 World AIDS Day	2 International Day for Abolition of Slavery	3 International Day of Persons with Disabilities
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 *(Public Holiday)*	27 Christmas Day *Public Holiday*	28	29	30	31

The commitment of our CAG members in not only bringing the client voice to the operational table but also contributing to our accreditation processes, service evaluations, interview panels and advocacy efforts is very much appreciated.

client feedback we received, with clients valuing the dignity and respect with which they were treated, as well as the care and supportiveness of our staff.

The Value of Community Support

Directions has again been fortunate to receive support from the community throughout 2020/21, with donations received from:

- Canberra Milk
- Pinchapoo
- Good 360
- Ozharvest
- Share the Dignity
- Doris Women's Refuge
- Givit
- Hands Across Canberra
- John James Foundation

Directions co-hosted the annual ACT Community Sector NAIDOC Week Event, supported by a committed consortium of ACT community sector organisations. Due to the pandemic, this event was hosted online, broadcast live via a dedicated facebook page. The 2020 event included Welcome to Country and Smoking Ceremony, a Q & A panel with respected local Ngunnawal people, who discussed their life journeys, and moving performances from local artists. Special thanks to Dan Bourchier from the ABC for donating his time, facilitating a fabulous Q & A with our guests and raising the profile of NAIDOC Week across our communities.

2023

JANUARY

Sun	Mon	Tues	Wed	Thu	Fri	Sat
1	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	27	28
29	30	31				

FEBRUARY

Sun	Mon	Tues	Wed	Thu	Fri	Sat
			1	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	27	28				

MARCH

Sun	Mon	Tues	Wed	Thu	Fri	Sat
			1	2	3	4
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APRIL

Sun	Mon	Tues	Wed	Thu	Fri	Sat
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MAY

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JUNE

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Our Partners

This year was a year of collaboration. Directions was privileged to worked closely with a wide range of government and non-government service partners in the ACT and NSW. These partnerships enable us to provide a more holistic service that meets the diverse needs of our clients. There are too many to mention everyone, but we would particularly like to thank the following organisations for their support this year:

- Ted Noffs Foundation
- CAHMA
- YWCA
- Canberra Health Services
- Pill Testing Australia
- Australian National University
- CHS Alcohol and Drug Service
- ACT OMT Pharmacies
- Calvary Riverina Hospital
- Marima Medical Clinic
- Grand Pacific Health
- ANU Medical School
- Legal Aid
- Hepatitis ACT
- Argyle Community Housing
- St. Vincent de Paul Society Canberra/ Goulburn
- Bega Valley, Bermagui and Curalo Medical Clinics
- Katungul Aboriginal Corporation Regional Health and Community
- Twofold Aboriginal Corporation
- Interchange Health Co-op
- Murrumbidgee MHDA Alliance
- Government agencies in ACT & NSW

JULY

Sun	Mon	Tues	Wed	Thu	Fri	Sat
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30	31					

AUGUST

Sun	Mon	Tues	Wed	Thu	Fri	Sat
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20	21	22	23	24	25	26
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SEPTEMBER

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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

OCTOBER

Sun	Mon	Tues	Wed	Thu	Fri	Sat
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22	23	24	25	26	27	28
29	30	31				

NOVEMBER

Sun	Mon	Tues	Wed	Thu	Fri	Sat
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19	20	21	22	23	24	25
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DECEMBER

Sun	Mon	Tues	Wed	Thu	Fri	Sat
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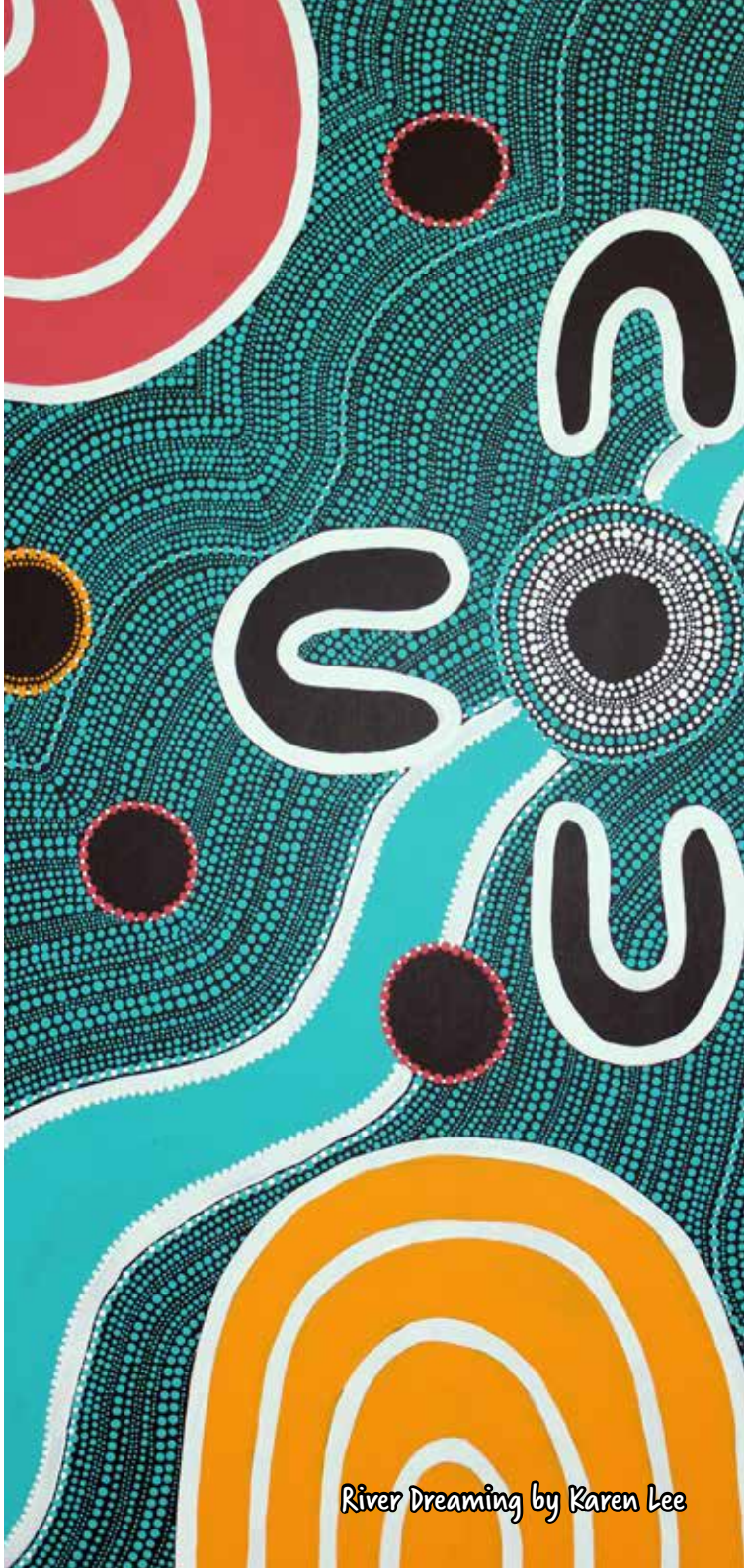
31						

"Thank you for being here, we often feel neglected. It was going to cost me $20 to get a taxi to the vaccination clinic, and I don't have $20 to spare"

Public housing resident



River Dreaming by Karen Lee

Directions

Pathways to Recovery

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