

Directions



The Heart of
the Rivers, 2020

by Joel Atkinson



DIRECTIONS HEALTH SERVICES
Annual Report 2021-22



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The Heart of the Rivers, 2020 by Joel Atkinson

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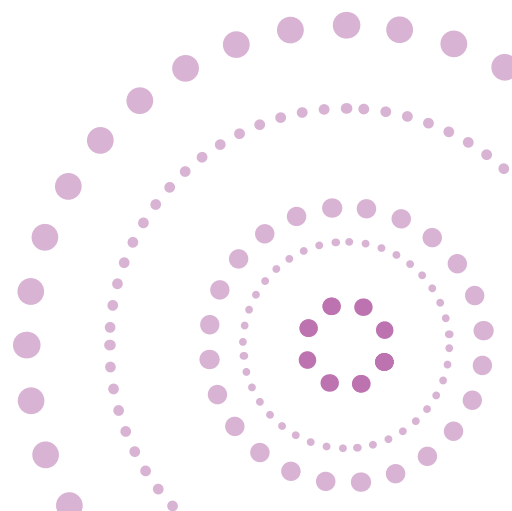
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our organisation

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.


Pathways Murrumbidgee
Griffith, NSW

● Leeton

Narrandera ●

 Temora, New South Wales

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 45 years. Directions continues to work within a harm reduction approach, with a strong reputation for providing client centred, respectful, non-judgemental care. Directions' evidence-based programs have continued to evolve over the 2021-22 financial year, and Directions now offers an expanded range of flexible and complementary programs that include community-based early intervention, treatment, support

 Lake Burley Griffin, Canberra

New South Wales



and harm reduction services in the ACT and Murrumbidgee, Goulburn, Eurobodalla, Monaro and Bega Valley Regions.

Our logo is symbolic of our understanding that people have different goals and preferences and are at different stages in terms of making choices and changes. We are happy to work collaboratively with each individual, regardless of where they are in the change process.

Our evidence-based programs in the ACT and surrounding regions of NSW have continued to evolve to meet the needs of the diverse communities in which we work. Throughout a difficult

year marked by the pandemic and natural disasters, it was even more critical for Directions to take a collaborative approach to services, working closely with government and non-government partners to ensure we could continue to provide health care that meets the needs of the communities we serve.



Directions Health Services Chair
Justice Richard Refshauge



Chair's Report

Directions Health Services has survived the challenges of the last few years in very good shape. I am proud to be the Chair of such an important and impressive organisation and so proud to have seen how it has successfully grown and expanded the range of services we can provide to vulnerable people in our communities. I look forward to supporting Directions for many years to come.

Since 2020, Directions Health Services has, along with many others, had to meet not merely the ordinary challenges of the environment in which we work, but the significant challenge of the COVID-19 pandemic and the consequent restrictions. Last year those challenges continued, with lockdowns and further restrictions in the ACT and regional NSW where our services operate.

This year we built on our experience and became more adept at delivering high quality telehealth and group services online, alongside the services that continued to be delivered face to face. However, we do appreciate that many people prefer personal contact and are pleased that all our services are again available face to face. We are also proud that we did not suffer any major COVID-19 outbreaks and our staff continued to show the same care and commitment

CHAIR

to their work and to our clients that they have always done.

Our Chief Executive Officer, Bronwyn Hendry, will set out in her Report in more detail what we have achieved. Suffice it to say, we have touched the lives of so many who have experienced the challenges that can come with alcohol and other drug use, mental illness and other complex health issues in both the ACT and NSW. We worked in partnership with individuals and family members to make the changes they were seeking in their lives and supported them to achieve their health and wellbeing goals.

Mentioning just a few matters, we are pleased to have been part of the National vaccination rollout and ACT Equity to Access Program, supported by Capital Health Network and ACT Health. We provided outreach vaccination clinics to many Canberrans who otherwise would not have been able to access such support. We also provided care to vulnerable people in quarantine in the ACT, though that work wound down at the end of 2021.

We continued to provide significant rehabilitation through Arcadia House residential and day programs and our other community-based counselling and group programs, including through the ACT Supreme Court Drug and Alcohol Sentencing List, of which I am the supervising judge, meaning, of course, that I could not be involved directly in that work.

We were delighted to secure the services of a psychiatrist to join our staff in the period. Co-morbidity has long been a problem in both the alcohol and other drug and mental health sectors, and a contribution by a trusted and reliable organisation such as Directions Health Services is important and welcome.

There are other innovative programs that Directions has managed to trial over this challenging financial year, for instance, the early intervention Teen Clinic service at Mura Lanyon Youth and Community Centre was trialled from February 22, and its success bodes well for the further roll-out of this initiative. Much thought and care was also put towards the Fixed Site Pill Testing Pilot, which we expected to roll-out in the next reporting period, and which was achieved.

We remain active in the advocacy space, including in the area of homelessness, a difficult and nearly intractable problem. Directions also presented our submission to the Inquiry into the Drugs of Dependence (Personal Use) Amendment Bill 2021, confirming our support for the decriminalisation of possession and use of personal amount of drugs.

The Board has, I am delighted to say, remained effective and delivered good governance. Each member remained committed, conscientious and thoughtful, taking their work seriously, supporting the Chief Executive Officer and staff and providing appropriate leadership to the organisation.


I confirm congratulations and thanks to new Board members, Susan Helyar, whom I welcomed at the last Annual General Meeting, though she joined in this reporting period. I also welcome Diane Bray, also a very distinguished Canberran, who has, too, joined the board this year.

I thank all Board members for their hard work and service to Directions Health Services, which has been of significant benefit to the company. I thank especially Ken Wedgewood, my Deputy, who is stepping down from that role, which he fulfilled so excellently, though I am very pleased to say that he will remain on the Board, making his significant wisdom and knowledge available to the company.

I particularly want to thank Peter Norton, our Treasurer, whose careful, expert, thoughtful and very knowledgeable work in this area has given me and, I am sure, the rest of the Board members, a great confidence that our finances are managed as well as we are entitled to expect and have come to know from the quality of our staff.

I also thank our Chief Executive Officer, Bronwyn Hendry, for her excellent leadership and care that she provides to the company and its staff. We are very fortunate to have her services and to benefit from the support and wisdom she delivers to the Board. I thank, too, all of the staff, many of whom I have had the pleasure of meeting, and who show the commitment that has been the hallmark of our work and who put their extraordinary knowledge and care willingly to the benefit of our clients.



Directions Health Services CEO
Bronwyn Hendry 

CEO's Report

2021/22 has been another roller coaster of a year for us all, both personally and professionally, with many people being impacted by COVID-19, separated from loved ones, unable to attend the workplace or school and unable to mark important milestones. However, it has also been an incredibly rewarding year for Directions.

We have felt privileged to support people impacted by alcohol and other drugs (AOD) and other complex health and wellbeing issues in the ACT and surrounding regions in NSW, including people facing high COVID-19 health risks and significant barriers to accessing mainstream health services.

Directions staff maintained our outreach and other face to face services where it was clinically indicated or impractical to provide those services online. We also expanded our range of services and outreach locations to better meet the needs of marginalised people. Our regular primary health outreach services expanded to 8 locations in the ACT, and our staff provided more than 374 'pop-up' vaccination clinics in a wide variety of locations throughout the ACT, including large public/social housing complexes and

CEO

locations homeless people could access. Over 1500 individuals were fully vaccinated in the critical July to December 2021 period, and this important work is ongoing to ensure some of the most vulnerable people in our community continue to be protected. We also continued our Opioid Maintenance Therapy (OMT) Delivery Service, prescribed OMT for people who use drugs who were required to quarantine or self-isolate, as well as providing primary health care and AOD support for people in quarantined housing complexes and Ragusa Quarantine Facility. Our enhanced telehealth capability will have longer term benefits for clients, enabling them choice of accessing services in the most convenient and effective modality for them.

The hallmark of successfully delivering services in 2022/23 was service integration and collaboration. Our partners in the COVID-19 context included Canberra Alliance for Harm Minimisation and Advocacy (CAHMA); YWCA; Canberra Health Services (CHS); pharmacies; ACT Health; ACT Housing and non-government housing providers; and other AOD services. We also strengthened our partnerships in the delivery of AOD, primary health and mental health services, including with Grand Pacific Health; headspace Canberra, Tuggeranong, Bega and Goulburn; Noffs, GP practices and other primary health providers; Legal Aid; Orange Sky Laundry; Vinnies, Argyle Housing; YWCA; Early Morning Centre; Meridian; Australian National University and Pill Testing Australia (PTA). We look forward to building on these partnerships in the coming year.

Our advocacy in 2021/22 primarily focussed on ensuring equitable access to health and wellbeing services for marginalised people and addressing unmet need, including for people with co-occurring mental illness and substance use; promoting the benefits of decriminalisation of possession and use of small amounts of illicit drugs; establishment of fixed-site pill/drug checking services; and improving access to housing and health care for marginalised people. We supported a coalition of health and community organisations and peak bodies to develop a model of care that could address both the health and housing issues of the people in our community with the most complex needs.

We applaud the ACT Government for taking an evidence based, health-first approach to drug use. Establishment of the fixed site health and

drug checking service in the ACT will significantly reduce the risks faced by our young people and others who use drugs, and decriminalisation will assist in reducing stigma and discrimination in our community and remove the additional ongoing harms experienced by people in contact with the criminal justice system and their families. We were thrilled ACT Government funded Directions to establish a six month pilot of CanTEST, and we made significant preparations for commencement of CanTEST in July 2022, in partnership with CAHMA and PTA. CanTEST will be independently evaluated by ANU.

“Directions has gone above and beyond during the COVID-19 pandemic and remains steadfast in its continuing approaches for client safety”

Staff quote from Staff Satisfaction Survey 2021

Directions also focussed on improving access to prevention and early intervention services for young people. Our nursing staff trialled Directions Teen Clinic Lanyon, providing free of charge drop-in health information, treatment and support for young people, in partnership with YWCA. This service has been extremely well received by young people, families, local schools and other stakeholders. We look forward to expanding the model to other places in the Canberra region, and appreciate the support we’ve received from Synergy and Snow Foundation.

None of this would have been possible without the forward thinking of Directions Chair, Justice Richard Refshauge and our Board Directors, who supported us every step of the way. This year the Board invested in trials of innovative services better able to respond to the needs of the communities in which we work such as Teen Clinic and PAT evening clinics in the CBD and Dickson for people who are homeless. In the coming year we look forward to working with our Board, funders and other stakeholders to further enhance access to integrated prevention, early intervention, treatment and harm reduction services, and working with our community to reduce the stigma and discrimination faced by people with complex health issues.

ACT Programs

Psychiatry

Our team grew to welcome a psychiatrist and psychologist who provide specialist mental health care to people with co-occurring mental health and AOD issues, a cohort who are often unable to access the treatment they require. The psychologist provides services in both ACT and in South Eastern NSW, supported by Capital Health Network and Coordinare Primary Health Network funding.



18%

increase in occasions of service

Althea Wellness Centre

Althea Wellness Centre, funded by the Capital Health Network and ACT Health, provides comprehensive primary health services for people whose health is impacted by current or past 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.

Services were provided at our Woden clinic as well as on outreach to the Needle and Syringe Program in Civic and Canberra Alliance for Harm Minimisation and Advocacy (CAHMA) in Belconnen, and via our PAT Mobile Clinic.

Althea also played a vital role in providing access to Buprenorphine, a new long acting opioid replacement therapy that replaces the need for up to daily medication pick ups and is less disruptive to people in their employment and travel.

Primary drug of concern

36% Heroin

21% Alcohol

21% Meth

10% Cannabinoids

8% Nicotine

Individuals receiving Althea healthcare

1224

Althea services delivered

7374



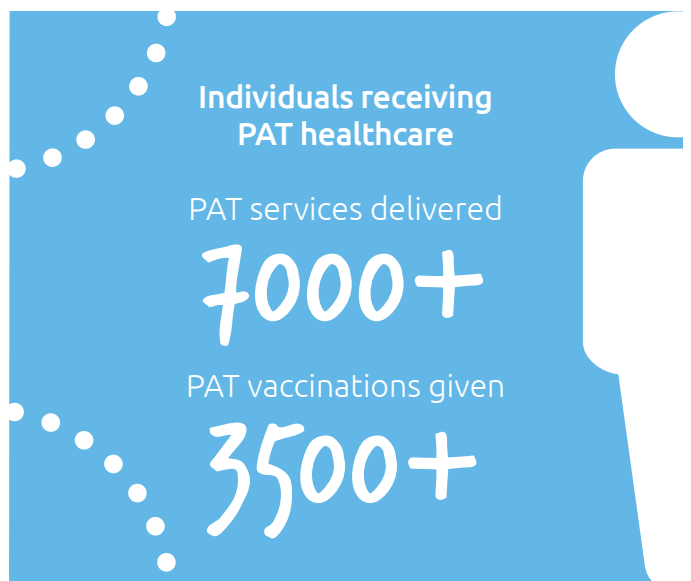
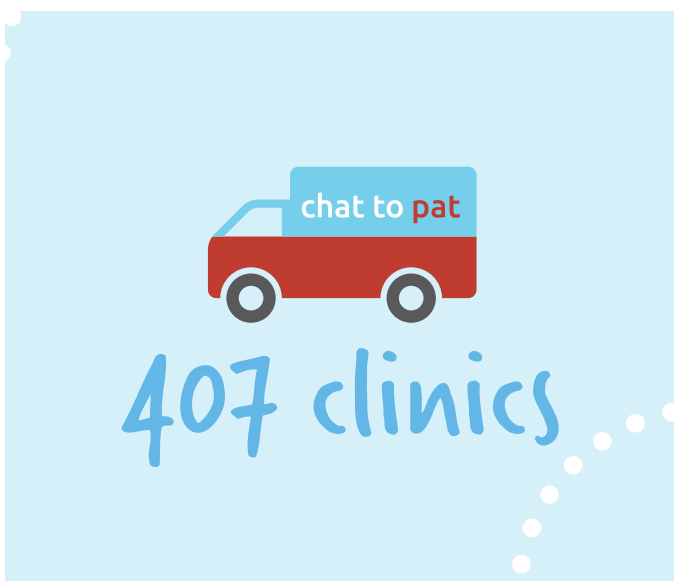
Chat to PAT

PAT (Pathways to Assistance and Treatment), Pathways to Assistance and Treatment (PAT), Directions' mobile clinic, provides wrap around support to Canberrans who don't have easy access to health services for many reasons. Weekly sites include Ainslie Village, Oaks Estate, Kanangra Court, Watson and Veteran's Park.

Directions' multi-disciplinary team aboard PAT provide primary health care, mental health support, alcohol and drug services, case management and harm minimisation. PAT is supported by CAHMA peer workers who run a BBQ, provide harm reduction education and connect community members.

Importantly, PAT provides a safe and trustworthy place for marginalised people to access care across the ACT five days and one evening per week.

The mobile clinic is supported by John James Foundation and operations are funded by Capital Health Network and ACT Government.



📍 Namadgi National Park, Canberra

📍 Left: Teen Clinic



Directions

teen
clinic
Your clinic

Directions Teen Clinic Lanyon, ACT

In February 2022, Directions launched its first Teen Clinic for young people in the Lanyon Valley, based in YWCA Mura Youth and Community Centre.

Teen Clinic provides young people with the opportunity to talk to a qualified nurse in a relaxed and non-judgmental environment, at no cost and without having to make an appointment. The most common issues this year were mental health; sexual health; gender identity; substance use including vaping; and family and relationship concerns.

Local partners include GP practices, psychologist, pharmacy and Rotary Tuggeranong.

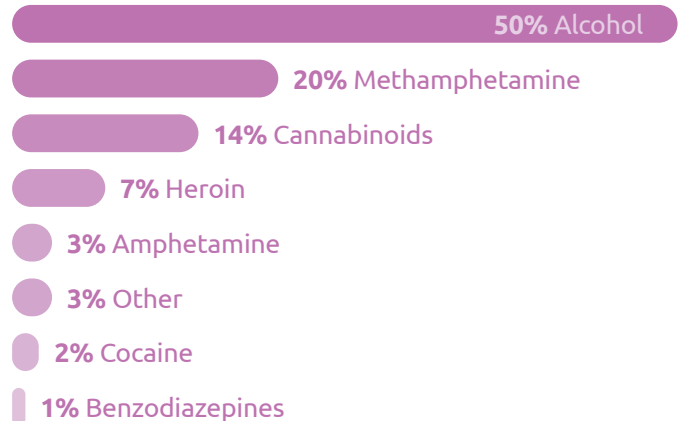
Teen Clinic currently operates each Thursday afternoon during school terms, supported by the Snow Foundation and Synergy.

*I haven't been
able to talk to anyone
about this before*
young person

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 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 including Oaks Estate, Watson, Ainslie Village, Veteran's Park, Kanangra Court, Belconnen, Adult Mental Health Unit (AMHU) Canberra Hospital, headspace Canberra and headspace Tuggeranong, though outreach to some locations was at times temporarily interrupted due to COVID-19. Groups continued to be offered, with a transition to online delivery of nine weekly groups during periods of increased COVID risk, most of which have since resumed in person. TSS also provided services for people participating in the ACT Drug and Alcohol Sentencing List (DASL).



During the peak of the pandemic in ACT, TSS provided outreach and onsite crisis support in quarantined facilities, including Ainslie Village and Ragusa.

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.



Needle & 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 sterile injecting equipment. Directions' primary NSPs in Civic and Phillip also provide harm minimisation information; referrals; health education; resources; free nutritious meals and crisis support. In partnership with CAHMA, we provide 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; blood borne screening; treatment and referral for a range of acute and chronic health conditions, including Hepatitis C, through weekly outreach visits by an Althea Wellness Centre practice nurse.

NSP outreach was expanded in 2020/21 to make it easier for people to access equipment and reduce their exposure to COVID-19.

OMT Deliveries ACT

Directions provided the Opioid Maintenance Treatment (OMT) Delivery service throughout the pandemic, funded by ACT Health. This initiative supports people prescribed opioid maintenance therapy 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.

9865

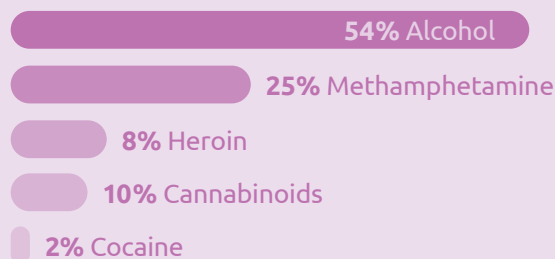
NSP attendances

2500+

OMT deliveries made



Primary drug of concern

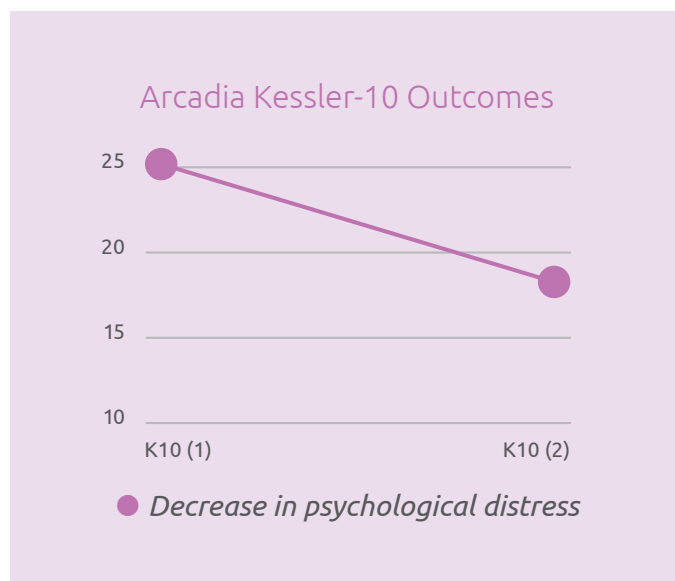


Arcadia House

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 Relationships Australia and Hepatitis ACT, exercise programs, 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 Graduates' Group creates an opportunity for graduates to give back to the community by



role modelling to current residents, whilst also providing one another with mutual peer support.

Day Program was transitioned to online service delivery in response to COVID for several months. This innovation enabled services to continue to be offered despite the interruptions of the pandemic and restrictions, and still remains on offer when relevant. This year there was an increase in the proportion of people who were seeking help primarily for alcohol use, and a corresponding decrease in the proportion of people seeking help for methamphetamine use.

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

NSW Programs



The Pathways and SHaWS Programs have demonstrated flexibility and versatility as they've continued to support local communities throughout the pandemic, floods and ongoing impact of the fires.

Using an intensive, community-based case management and counselling model, underpinned by harm minimisation, the services offer tailored support for clients in all stages of change. The services work closely with Local Health District Mental Health and Drug and Alcohol services, Department of Communities and Justice, local GPs, and other NGO services.

Pathways Goulburn

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 Region provided face to face and telehealth services to clients in the Goulburn Valley region, including the resumption of a face-to-face SMART Recovery group once a week, and continuation of an online group. Staff provide outreach and visiting services to surrounding towns, including Yass, Braidwood, Gunning and Crookwell. The team has been very pleased to welcome an Aboriginal AOD case manager to the team this year. This role has been very busy engaging with local Aboriginal cultural groups in both Yass and Goulburn to create stronger ties to Aboriginal communities in these areas.



New South Wales

414

Pathways
Murrumbidgee

302

Pathways Goulburn

Canberra

Client Numbers



Pathways
Monaro

77

206

Pathways
Eurobodalla

Pathways Bega
Valley & SHaWs

258



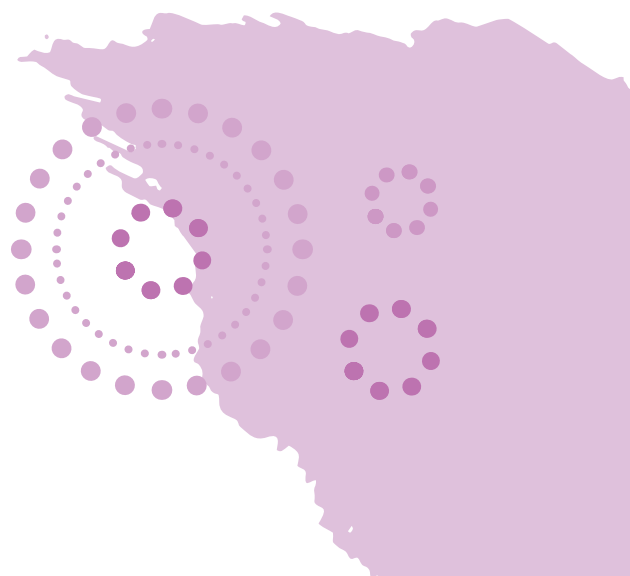
Pathways Murrumbidgee

Pathways Murrumbidgee offers a diverse suite of programs funded by Murrumbidgee Primary 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 2021/22, Pathways Murrumbidgee supported 414 people in Wagga Wagga, Griffith, Tumut, Young, Cootamundra, Temora, Narrandera, Leeton and surrounding communities regarding their own or a family members' substance use.

Pathways Murrumbidgee has continued to work closely with the Local Health Service and other NGOs in the regions. In order to best meet clients' needs, relationships with GP clinics, mental health services, housing and employment providers have been a key focus this year.





NSW South Coast & Snowy Region

↑36%

Improvement in client-reported Mental Health
Pathways Bega Valley

35%

Reduction in client-reported severity of dependence
SHaWs

South Coast, NSW

Pathways Monaro

Pathways Monaro has worked closely with the region's community to offer services that meet their unique needs. Pathways has continued to run online SMART Recovery for people who value engaging online and implemented a weekly mindfulness group that has been well received and regularly attended. Services are offered in Jindabyne, Cooma, Berridale and Bombala.

"This is a vital service at the grassroots"

Client feedback

↓42%

Reduction in client-reported use of primary drug of concern

Pathways Eurobodalla

Pathways Eurobodalla provides services in Batemans Bay, Moruya, Narooma, and other nearby towns. They have continued to grow their work from their newest site in Narooma and have been invited to build their engagement with the Aboriginal Community at Wallaga Lake. The team have been pleased to implement their 'Strong Sisters Group' this year. The group aims to build connection and natural supports amongst women in the region.

NSW South Coast & Snowy Region *(continued)*



Sapphire Health & Wellbeing Service

SHaWS, now in their second year of operation, has steadily become a primary source of support for people experiencing cooccurring AOD and mental health issues.

The team continues to build strong relationships with other providers in the region including our partners Grand Pacific Health, Bega Valley Medical Centre, Curalco Medical Practice and Bermagui GP practices, the Local Health District AOD and MH services, as well as numerous other service providers. SHaWS has been active in engaging with students at local high schools across the region.

The Aboriginal health worker has successfully implemented a men's group which meets weekly and has regular strong attendance. Due to organisational demands, Katungul have withdrawn their formal involvement in SHaWS consortium, however both parties are committed to maintaining a strong connection in supporting the Aboriginal community in the Bega Valley.

Pathways Bega Valley

Pathways Bega continues to provide valuable AOD services in the Bega valley Region, including Eden, Tathra, Merimbula and Bermagui. This year has seen the addition of a mental health worker - enhancing the capacity of the program to work with people presenting with cooccurring AOD and mental health issues. Pathways continue to build strong relationships with other service providers in the area.

Our People

(HR & Operations)



Despite the continued 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 and Board.

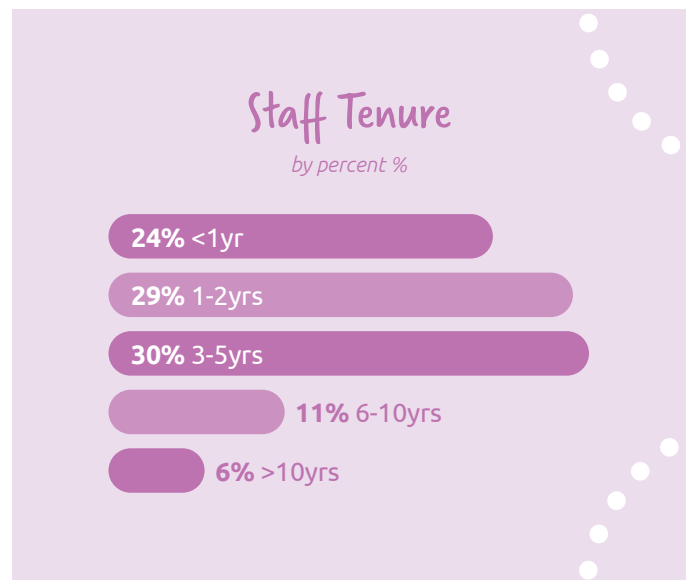
“I feel privileged to be part of such a great organisation”

Staff quote from Staff Satisfaction Survey 2021

Directions staff are located across five fixed sites in the ACT and 8 locations across south east NSW & Murrumbidgee regions. Staff also provide outreach services to numerous locations in ACT & NSW. Staffing numbers grew from 98 to 104 during the year. All new staff undertook a comprehensive induction program and orientation to Directions services as they transitioned into their new roles. 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.

Quality

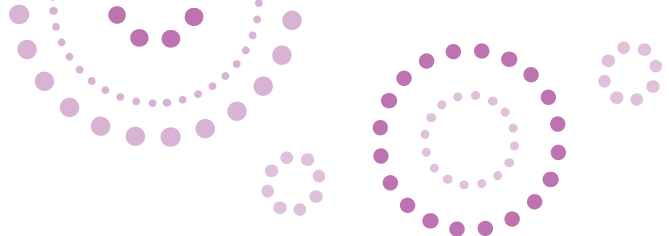
Directions has continued its quality focus on the development of robust quality systems to support our services. Measurement of client service outcomes has remained a priority, with our innovative ATOM assessment tool and outcome measure now embedded in all our community-based counselling and support services in both the ACT and NSW, as well as our Arcadia House residential rehabilitation service. The ATOM provides a rich and integrated dataset, informing treatment planning and significantly enhancing our



understanding of our clients' needs and outcomes, providing greater insight into our clients' lived experience.

Directions staff have also embraced the opportunity to identify and implement quality improvement initiatives in their programs, improving and streamlining both corporate and service processes, enhancing the way in which we work.

Directions' ongoing accreditation against three sets of industry quality standards (QIP, AGPAL and ATCA) confirms the 'outstanding commitment to continuous quality improvement' noted by our assessors. Our accreditation against all three sets of standards retains currency until 2024.



Finance & ICT

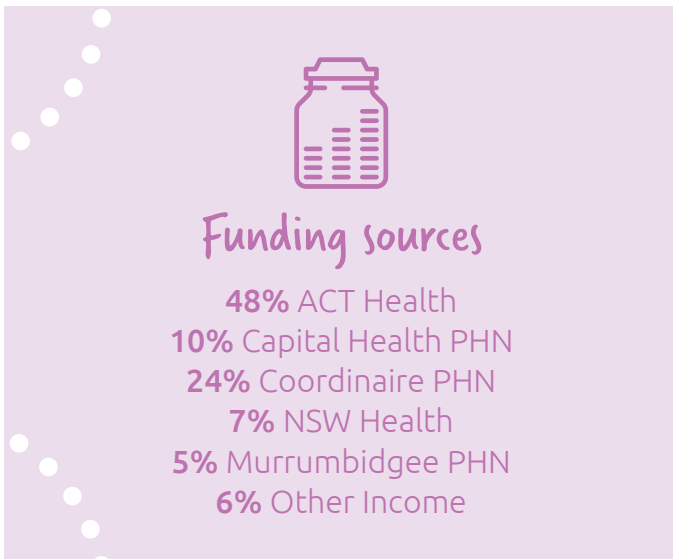
Finance

Total funding income and other revenue for 2021/22 increased by \$1,104,720 and \$129,235 respectively, compared to the previous financial year. This 12% increase resulted in total revenues of \$10,631,512.

Directions continues to review its overhead expenses to ensure it receives maximum value for every dollar spent. This has resulted in overhead

costs remaining constant as a proportion of total costs despite growth in funding and services over the prior years.

To ensure, we can continue providing our much-needed services well into the future, Directions has prioritised long-term sustainability by sourcing additional funding for programs that are consistent with our strategic objectives. However, due to inadequate indexation, as well as one off COVID-19 related costs, investment in the development of ATOM and trial of new models of care, additional expenditures were incurred. This resulted in a deficit of \$185,255 for the financial year; resulting in total accumulated reserves of 1,283,811.



ICT

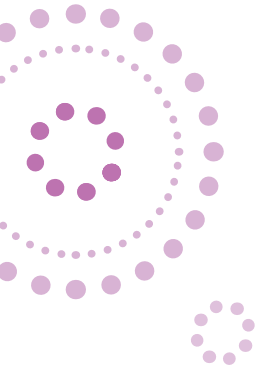
2021/22 was a challenging year for the Information and Communications Technology (ICT) Team. Restrictions on travel, mandatory physical distancing and reduced personal contact were imposed during significant parts of the year. This necessitated working from home for a large group of employees. The ICT team continued to meet this challenge with the provision of the right hardware, software, and operational training.



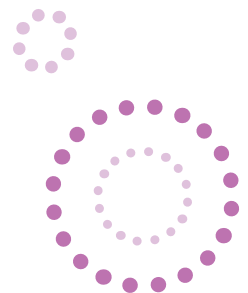
The organisation's in-house developed holistic assessment and outcome measure, ATOM, was fully implemented and operationalised. ATOM has been the result of significant effort and needs analysis from an organisational perspective and a major milestone for the ICT team, due to the complexity of the project.

During the year, all programs migrated to Communicare to ensure consistency in data capturing and reporting.

The ICT team provided prompt and uninterrupted support to the organisation and improved our IT infrastructure to facilitate remote service delivery and enhanced cyber security.



#2022
Directions'
Team



Engaging Community



The Value of our Client's Voices

Directions' Community Advisory Group (CAG) provides key representation to our Executive and Board. CAG members generously offer their insights from a lived experience perspective, providing suggestions which enhance our service capability. The commitment of our CAG members in not only bringing their client voice to the operational table but also their willingness to contribute to consultations and participate in service evaluations is invaluable to Directions.

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 continue to endorse the quality of our services, indicated by their responses to our 2021 Client Satisfaction Questionnaire (CSQ). Client feedback was positive and satisfaction with service quality was high (94%), despite the ongoing impacts of the pandemic throughout the year.

91% of our clients indicated that Directions provided them with holistic support to address issues across other significant life domains, such as mental health, physical health physical health, housing, legal and relationships, in addition to their substance use.

Partnerships

In 2021 Directions once again co-hosted the annual ACT Community Sector NAIDOC Week Event in Woden, in conjunction with a consortium of 10 ACT community sector organisations. The return to an in-person event was warmly welcomed and well attended, despite the chilliness of the day. Opening with a Welcome to Country and Smoking

Ceremony, accompanied by the evocative tones of the didgeridoo, the event offered a much-needed opportunity for the community to come together and celebrate Aboriginal and Torres Strait Islander cultures, with music, entertainment, foods and displays, and introducing market stalls for the first time.

Directions continues to advocate for and value diversity and inclusion in our workplaces. We are in the process of developing our new Innovation RAP. We have sought and nurtured inclusive partnerships, and have collaborated with, and been supported by, diverse communities in the development of services and resources.

The Value of Community Support

Directions has again been fortunate to receive support from the community throughout 2021/22, with donations received from:

- Synergy
- Canberra Milk
- Pinchapoo
- Givit
- Good 360
- Hands Across Canberra
- Ozharvest
- John James Foundation
- Share the Dignity



DIRECTIONS HEALTH SERVICES

Level 6, Cosmopolitan Centre Woden Square, ACT 2606

p 02 6132 4800 **f** 02 6132 4801

directionshealth.com

