





Directions
Health Services

Althea Wellness Centre

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

Directions also acknowledges the valuable contributions people with lived experience and other diverse cultures, identities and lifestyles make to our services and our communities.

Directions Health Services is a not-for-profit organisation that provides a range of integrated treatment and harm reduction services for people impacted by alcohol, tobacco and other drug use, mental health and other complex health and wellbeing issues.

Services are based on a harm minimisation approach and are provided in a non-judgemental and respectful manner. Our client-centred programs recognise the different goals people have regarding their substance use and other health and wellbeing issues, as well as the impacts on families, friends and communities.

Directions' programs hold AGPAL, QIP and IHCA accreditation.

Althea Wellness Centre

Health care for people impacted by substance use and other complex health & wellbeing issues



Althea Wellness Centre

Althea Wellness Centre provides specialised health care for people who experience difficulties accessing mainstream health services, reflecting Directions' commitment to supporting better health outcomes for individuals and families impacted by substance use and other complex issues.

The clinical team is comprised of GP, practice nurse, psychiatrist, psychologist, counsellor and non-dispensing pharmacist members who are committed to treating clients with dignity and respect.

Primary Care Services

Services provided include, but are not limited to:

- General health care and immunisations
- Chronic disease management
- Opioid dependence treatment
- Wound management, dressings and vein care
- Medication reviews
- Psychiatry services for people with co-occurring substance use and mental illness
- Psychological services
- Adult health checks
- Women's health care
- Contraception and sexual health care
- Blood borne virus screening and treatment, including Hepatitis C treatment
- Health promotion, coaching and support
- Support to reduce or cease smoking
- Priority referral to ACT Dental Services
- Referral to other specialists and other health and community services

Appointments

Appointments are available on weekdays, either in-person or via telehealth. We SMS or phone clients to confirm appointments or follow up test results, so please let us know if your contact details change. Urgent appointments may be available, based on assessment. Telephone interpreting services are also available upon request.

Outreach Services

Directions GPs, practice nurses and counsellors provide outreach services across the ACT five days a week. Appointments are not required at our outreach locations. For our current outreach schedule and eligibility criteria, you can visit our website.

Services you can contact after-hours

Health Direct | 1800 022 222

For 24hr health information and advice

National Home Doctor Service | 13SICK (137 425)

For non-urgent medical assistance after-hours

CALMS | 1300 422 567

Canberra Afterhours Locum Medical GPs

For all emergencies, attend the Canberra or North Canberra Hospital Emergency Departments or dial 000 for an ambulance.

Cost

All services provided by Althea Wellness Centre are free of charge. Please bring your Medicare card if you have one.

Contact Us

To contact Althea Wellness Centre staff, you can ring Directions' Reception on 02 6132 4800 between 9:00am and 5:00pm Monday to Friday.

If your practitioner is not available and your call is urgent, be sure to tell the person taking your message.

Privacy

All Directions services are confidential. Client consent is required to share information with other services or people, unless required under legislation.

Feedback and Complaints

What you think about our service matters and we appreciate your feedback.

If you have a complaint, ask to speak with the Practice Manager. Alternatively, you can contact the Chief Operating Officer or Chief Executive Officer on 02 6132 4800.

You are also welcome to provide any feedback through our Community Advisory Group by emailing cag@directionshealth.com



'The Heart of the Rivers' by Joel Atkinson