



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.*

*Cover image: Lake Burley Griffin, ACT*

### Arcadia House

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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.*

## Arcadia House

Withdrawal, Residential and Day Programs



# Arcadia House

Arcadia House is a short term Therapeutic Community nestled in a bushland setting within the grounds of the North Canberra Hospital in Bruce, Canberra.

Arcadia House is a 12 bed facility which offers a 1-2 week withdrawal program, 12 week day program and 16 week residential program, the last 4 weeks of which are completed as day program to support a “step down” transition for all residents. Those living in NSW can complete this final stage online.

The purpose of the Arcadia House program is to support clients to successfully withdraw from alcohol, tobacco and other drugs, and develop positive life skills that can be utilised to achieve personal goals and maintain a healthy lifestyle that is free from substance dependence.

Arcadia House is a Therapeutic Community where the community itself, through self-help and mutual support, is the principal means for promoting personal change. This is the “community as method” approach.

Clients are supported through individual case management and counselling, therapeutic groups and other communal activities, with the therapeutic community providing opportunities for personal growth and peer support.

## Cost

Residential participants of Arcadia House are required to pay a weekly fee for accommodation and meals. Day Program participants pay a smaller fee for catering and other consumables. There is no charge for participation in the other aspects of the therapeutic programs.

## Participation

It's a condition of admission that people participate in all aspects of the program. This includes:

- Individual case management
- Therapeutic group work
- Relapse prevention
- SMART Recovery, Narcotics and Alcoholics Anonymous meetings
- Exercise and wellbeing activities
- Cooking and other household chores

## Case Management

As well as participating in other aspects of the program, clients work with a Case Manager throughout their time at Arcadia House to identify goals, address individual issues and establish ongoing community supports. Every client has an individualised treatment and support plan and exit plan tailored to suit their needs and support them in their treatment journey.

Clients may be linked with other services to address health, housing, financial, legal, employment, education and relationship issues, depending on individual needs.

## Eligibility

The program is designed for people 18 years and over, including people experiencing mental health issues, people on opioid replacement therapy and other medications. People under the age of 18 are encouraged to contact the Ted Noffs Foundation on 1800 151 045.

## Assessment and Admission

An assessment is required to gain admission to Arcadia House. Following an initial intake assessment, if it's identified that one of Arcadia's programs will meet your needs, you will receive a more comprehensive assessment specific to the program. You may also be referred for assessment by your current counsellor or case manager. The phone or face to face assessment will take approximately one hour.

## Wait List

Demand for Arcadia House programs is high and there is often a waiting list. If you are on a waiting list, you will be asked to maintain contact with us and offered support to prepare for your admission.

## 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 Program 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](mailto:cag@directionshealth.com)



By D. Little