

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 accreditation against QIC Health and Community Services Standards, National Standards for Mental Health Services, Standard for Therapeutic Communities and Residential Rehabilitation Services and RACGP Standards.



Cover image: Beares Beach, Bermagui NSW



Directions
Health Services

SHaWS

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Directions Head office

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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.



Sapphire
Health & Wellbeing
Service

Specialist Treatment and Support Services

For people impacted by alcohol
and other drug issues



Sapphire Health & Wellbeing Service

The Sapphire Health and Wellbeing Service (SHaWS) provides non-judgemental and respectful alcohol and other drug treatment, alongside integrated primary health, mental health and Aboriginal health services.

SHaWS is based on a holistic, harm minimisation approach that recognises different stages of recovery, individual needs and goals, and the impact of substance use on friends and family.

SHaWS is an innovative program delivered by a consortium, led by Directions Health Services, in collaboration with consortium members Grand Pacific Health and Katungul Aboriginal Corporation Regional Health and Community Services; and partner GP practices: Bega Valley Medical Practice, Curalo Medical Clinic (Eden) and Bermagui Medical Centre.

SHaWS offers a wide range of services tailored to individual needs and goals, including:

- AOD screening and assessment
- Brief interventions
- Community-based, specialist AOD treatment including counselling, case management and support
- Group programs
- Primary health assessments and care
- Mental health assessments and treatment
- Withdrawal support (community based in partnership with GPs)
- Referral and in-reach support to hospital based withdrawal services
- Residential rehabilitation services (Arcadia House or external referral to other services)
- Support to family members impacted by someone else's substance use



'Bundian Way' by Alison Simpson

Referral and Assessment

People can enter the program in several ways.

They can

- Talk to us directly
- Talk to us with, or on behalf of, a family member or friend
- Be referred by any other service
- Be referred through the legal system

We will undertake a comprehensive assessment and work with you to identify your goals and develop an individual treatment and support plan.

Appointments

Appointments are available Monday to Friday 9am to 5pm, with some after hours appointment times offered. Services are provided from established sites and by outreach to community settings in Bega, Eden, Bermagui, Wallaga Lake and nearby communities.

Urgent Support

SHaWS aims to be as accessible, responsive and timely as possible. Urgent support is available for people in crisis. Please contact SHaWS by phone or email and staff will endeavour to make contact the same day.

Feedback and Complaints

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

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

Anonymous feedback can be provided by using the Contact Us page at www.directionshealth.com

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