



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: view of Black Mountain Nature Reserve ACT*

## ACT Treatment & Support Services

Level 6 Cosmopolitan Centre  
Woden Square ACT 2606  
PO Box 538 Woden ACT 2606

P 02 6132 4800  
F 02 6132 4801  
E [reception@directionshealth.com](mailto:reception@directionshealth.com)  
W [www.directionshealth.com](http://www.directionshealth.com)

  @directionshealthservices

*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.*

## Treatment & Support Services

For people impacted by alcohol, tobacco and  
other drug use in the ACT



# ACT Treatment & Support Services

Treatment and Support Services (TSS) in the ACT include a range of community-based services for individuals, families and friends impacted by alcohol, tobacco and other drug issues.

Services include free confidential counselling for people wishing to address their substance use and for family members and friends affected by another person's use. People in the ACT seeking assessment or needing to address more urgent concerns can telephone or drop-in to the Woden office.

## Individual Counselling and Case Management

TSS provides confidential and non-judgemental individual counselling for people who are seeking to be substance free or reduce their substance use, including people who would like to explore their treatment options or are considering making changes to their lives.

Counselling is also available for people who have recently completed withdrawal or rehabilitation programs and those who are looking for strategies to prevent relapse.

Our therapeutic approach is person centred and strengths based. We will work with you using evidence-based treatment that may include Motivational Interviewing, Cognitive Behaviour Therapy (CBT) and other therapeutic approaches.

Clients with complex needs can access our mental health services as well as case management support for housing, relationships, employment, child protection, legal, financial or other concerns.

## Family Counselling and Support

Counselling is available to support family members and friends impacted by someone else's substance use, including development of self-care strategies.

## Groups

A variety of support and self-help groups are available during the day and in the evening.

## Assessment

Call our reception team or visit the Woden office to ask for an assessment during business hours. Our reception team will ask you a few questions regarding the service you're requesting and record your contact details. You will be contacted by an AOD Practitioner who will undertake a holistic phone assessment (approximately 30 minutes) to ascertain the most beneficial type and level of support for you. We will develop a plan with you for on-going treatment and support that may include groups and/or individual counselling. You may also be referred to Althea Wellness Centre, Arcadia House or another service that would meet your needs.



'Healing Ceremony' by Julianne Williams

## Appointments

Individual counselling appointments are available Monday to Friday from 9:00am to 5:00pm, with limited after-hours appointments available. We SMS or phone clients to confirm appointments, so please let us know if your contact details change.

Directions' services are free of charge. You do not require a Medicare card.

## Walk-in and phone support

We provide walk-in crisis support and assistance with other urgent matters. Drop in to our Woden office or call us for more information.

## 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 a Team Leader. 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)