



Directions  
Health Services

### Pathways Monaro

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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.*

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Pathways  
MONARO

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.*

*Pathways Monaro's programs are funded by Coordinare - South Eastern NSW PHN through the Australian Government's PHN Program..*

*Cover image: Thredbo River near Jindabyne, NSW*

## Specialist Treatment and Support Services

For people impacted by alcohol and other drug issues



# Pathways Monaro Programs

Pathways Monaro's services are based on a harm minimisation approach. Services are provided for adults and young people in a non-judgemental and respectful manner that recognises:

- different stages of recovery;
- individual goals for people regarding substance use;
- impacts of substance use on friends and family.

Our therapeutic approach is person centred, holistic and strengths based.

## Counselling and Case Management

Specialist counselling and case management is available for people seeking to cease or reduce their substance use, explore their treatment options or make other changes in their lives. Our evidence based approaches include motivational interviewing, cognitive based therapies and other therapeutic approaches.

In collaboration with other services, we can provide advocacy and support to address housing, relationship, education, employment, child protection, legal and financial issues as well as other health concerns.

Support is also available for people who are awaiting or have recently completed withdrawal or rehabilitation programs at Arcadia House or another service, and those who are in recovery and looking for strategies to prevent relapsing into past substance use habits.

## Family Program

Support and counselling is available for family members and friends impacted by someone else's substance use. This includes strategies to look after your own well-being and ways you can support your family member or friend.

## 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. This may include referral to withdrawal and/or residential rehabilitation services, or other services, with your consent.

## Appointments

Individual appointments are available Monday to Friday 9am to 5pm at our Monaro office or another mutually agreed location. We provide regular visiting services to Berridale, Jindabyne, Bombala and other communities on an as needed basis.

## Therapeutic and Support Groups

A range of groups are facilitated to meet the needs of clients, including peer and family/friends support groups. Please contact the Cooma office for the group timetable.



by Sarah Richards

## Urgent Support

Pathways Monaro can also support people during times of crisis. Please reach out to our office and we'll endeavour to make telephone contact the same day or within an optimal time frame.

## 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](http://www.directionshealth.com)

You are also welcome to provide any feedback through our Community Advisory Group by emailing [cag@directionshealth.com](mailto:cag@directionshealth.com)