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Police and Court Drug Diversion Service
Aboriginal and Torres Strait Islander Liaison Officer (Alcohol and Drug Services, Canberra Health Services)

Provides support to Aboriginal and/or Torres Strait Islander people to access and participate in ATOD services.

Telephone: (02) 5124 9977
Fax: (02) 6205 8380
Mailing Address: GPO Box 825, Canberra City ACT 2601
Location: Level 1, ACT Health Building, 1 Moore St, Canberra City ACT 2601
Parent organisation: Alcohol and Drug Services, Canberra Health Services

Access Information

Maximum waiting time for service:

• No waiting time

Pre-treatment support:

• Active referrals and support to access other services

Target group:

• Adults
• Aboriginal and/or Torres Strait Islander men, women and couples (including same sex couples) and with accompanying children
• Accepts both ACT and interstate residents
• Some people under 18 may be able to access the program

Documentation required:

• Medicare Card

When and how to access:

Operating hours: Program operating hours are 9am - 5pm (Monday - Friday), office hours are 9am - 5pm (Monday - Friday)
Ways to access: Drop-in, no appointment required, outreach
Disability access: Accessible toilets, lifts, doorways and parking
Referrals accepted from: No referral required but accepted from self, another service, Courts and Corrective Services, Police
Transport assistance available: Bus ticket

Assessment

• Over the phone
• Face to face
• Appointment required
• Takes less than 1 hour

Specialist ATOD assessment includes:

• Comprehensive alcohol, tobacco and other drug assessment
• Comprehensive mental health history
• Basic physical health & medical history
• Social and family history
• Domestic and family violence screening
• Criminal and legal history
• Risk Assessment

Treatment Plans

• An individualised treatment plan will be developed

Programs

Program type: Aboriginal and Torres Strait Islander Liaison

Duration and intensity: As needed

Philosophical approach: Harm minimisation

Additional program description: Provides support and liaison for Aboriginal and/or Torres Strait Islander people who want assistance for ATOD issues. Information and referrals are also provided to other ATOD services. Support can be provided to people to develop appropriate and achievable treatment plans in collaboration with other ATOD services. Community education and health promotion services are also available. Support is provided to people referred to the ACT Health Alcohol and Drug Services, Police and Court Drug Diversion programs and Galambany Court. Liaison and support can also be provided to family members and support people. Support and education is provided to other staff and services to assist them to provide appropriate care to Aboriginal and/or Torres Strait Islander service consumers.

Additional supports available:

• Support to service consumers to access the On Track program through Capital Careers

Viral Hepatitis and Sexual Health Support

• Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
• Referrals to access screening & treatment for sexually transmitted infections with external providers
Aftercare and exit of service

- Aftercare support available
- Phone support
- Active referrals and support to access other services

Mental Health

- Assessments include a mental health component
- Suicide risk assessment
- Relationships with Mental Health ACT (i.e. Maintaining joint management)

Aboriginal and/or Torres Strait Islander

- Program designed and delivered specifically for Aboriginal and/or Torres Strait Islander people
- Staff undertake Aboriginal and Torres Strait Islander cultural awareness training
- Aboriginal and/or Torres Strait Islander Liaison Officer Staff

Culturally and Linguistically Diverse (CALD)

- Access to free interpreter services
- Access to staff who speak a language other than English

Tobacco Management

- Smokefree
- Provide tobacco screening (i.e. screen on assessment)
- Provide tobacco brief interventions (i.e. referral to Alcohol and Drug Service Nicotine Replacement Therapy Clinic or Medical Officers as required)
- Service has a workplace tobacco management policy

Cost

No cost

Staff available

- AOD Worker

Help for Families & Carers

- Information and education offered to families and carers

Alexander Maconochie Centre

- Information and education
• Assessments

**Bimberi Youth Justice Centre**

• Information and education
• Harm reduction
• Assessments

**Other Information**

• Provides support letters for people to access Housing ACT

Last Updated on April 2019
Allied Health Team (Alcohol and Drug Services, Canberra Health Services)

Provides alcohol, tobacco and other drug specific allied health, comorbidity services & Aboriginal Torres Strait Islander counselling services into the Inpatient Withdrawal Unit and Opioid Treatment Services, Alcohol and Drug Services, ACT Health.

Telephone: (02) 6207 9977
Fax: (02) 6205 2990
Mailing Address: GPO Box 825, Canberra City ACT 2601
Email address: ADSIntake@act.gov.au
Location: Wruwallin Clinic, Building 7, Canberra Hospital, Palmer St, Garran ACT 2605
Parent organisation: Alcohol and Drug Services, ACT Health

Access Information

Maximum waiting time for service:

- Within 1 week

Target Group:

- Adults
- Men, women and couples (including same sex couples)
- ACT residents get priority
- Young people seen on a case by case basis, usually supported by the Youth Drug and Alcohol Program, Alcohol and Drug Services, ACT Health

Documentation required:

- Photo Identification
- Medicare Card
- Concession Card

When and how to access:

Program operating hours: 9:00am-5:00pm Monday - Friday, office hours 7:30am - 4:51pm (Monday - Friday)
Ways to access: By appointment only, drop in for crisis services
Disability access: Accessible toilets, lifts, doorways and parking
Referrals accepted from: Self, friend/family, another service, GP, Courts, Corrective Services, Police,

Assessment

- Assessment required
- Over the phone
- Face to face
- Appointment required
- Can take less than 1 hour, but assessment time varies

**Specialist ATOD assessment includes**

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic physical health & medical history
- Social and family history
- Domestic and family violence screening
- Criminal and legal history
- Risk Assessment
- Includes other assessments: Suicide Vulnerability Assessment Tool (SVAT), Aboriginal and Torres Strait Islander Specific assessment tools

**Treatment Plans**

- An individualised treatment plan will be developed

**Programs**

**Program type:** Allied health & Aboriginal and Torres Strait Islander counselling

**Model:** Brief interventions, Cognitive Behavioural Therapy, Motivational Enhancement Therapy, Mindfulness Based Stress Reduction, Acceptance and Commitment Therapy and Psychodynamic Psychotherapy are the most commonly used interventions (in line with Model of Care for the Counselling and Treatment Service)

**Duration and intensity:** Duration is consistent with a treatment plan developed with the service consumer. Appointments scheduling are negotiated with the service consumer based on need.

**Philosophical approach:** Harm minimisation based on harm reduction principles.

**Additional program description:**

Allied Health: Provides a range of allied health services including ATOD information, resources, secondary consultations, training, specialist ATOD assessments, clinical treatment planning, liaison, advocacy and referrals to other ATOD and community services.

Provides short, medium and long term counselling and a range of therapeutic and psycho-educational groups. Counselling and psychotherapy support is for substance use and levels which meet the criteria as a substance disorders identified in the DSM-V-TR. Treatment for a range of psychosocial problems that result in or derive from presenting issues is also offered.
Aboriginal and Torres Strait Islander Counsellor: Provides culturally informed counselling and therapeutic interventions for Aboriginal and/or Torres Strait Islander people who want assistance for ATOD issues. This counsellor works in collaboration with other Aboriginal and Torres Strait Islander services to support individual needs.

Comorbidity Service: Provides comorbidity specific information, resources, secondary consultations, training, clinical planning, assessments, liaison, advocacy and referrals. Works closely with the Comorbidity Officer in Mental Health ACT and provides sector and organisational development.

Viral Hepatitis and Sexual Health Support

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
- Referrals to access screening & treatment for sexually transmitted infections with external providers
- Provides safe sex information

Harm Reduction

- Harm reduction drug education and strategies (i.e. safer injecting information)
- Psychoeducational groups delivered in Withdrawal Services include harm reduction and substance specific education
- Provides opioid overdose education sessions: one on one basic overdose education sessions, and provide referrals to CAHMA Overdose Prevention and Management Program.

Mental Health

- Screen for mental health
- Assessments include a mental health component
- Suicide risk assessment
- Relationships with Mental Health ACT (i.e. Maintaining joint management, consultation and liaison advice)
- Staff have mental health training
- Mental health services in-reach
- Mental health specialty staff: Comorbidity Officer, clinical psychologist

Aboriginal and/or Torres Strait Islander

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
- Aboriginal and/or Torres Strait Islander services in-reach
- Partnerships with Aboriginal and Torres Strait Islander Services as required
- Aboriginal and/or Torres Strait Islander staff: One full time Aboriginal Torres Strait Islander Counsellor position
- Aboriginal and Torres Strait Islander specific tools e.g. IRIS screen.

Culturally and Linguistically Diverse (CALD)
• Access to interpreter services
• Tools and resources in different languages (i.e. A range of pamphlets)
• Staff undertake cultural awareness training

Tobacco Management

• Smokefree
• Screen for tobacco use
• Provide tobacco intervention (i.e. Referral options specifically for smoking cessation with Alcohol and Drug Services Nurse Practitioner)
• Support for smoking cessation can be included in counselling psychotherapy process
• Provide access to subsidised or free nicotine replacement therapies (through referral to Alcohol and Drug Services Nurse Practitioner)
• Service has a workplace tobacco management policy

Cost

No cost

Staff available

• Psychologist
• Clinical Psychologist
• Social Worker
• Counsellor
• Manager

Help for Families & Carers

• Information and education offered to families and carers
• Counselling for family and carers (i.e. Families and carers can access the counselling service for brief interventions)

Other Information

• Provides support letters for people to access Housing ACT
• All services require informed consent (i.e. Support letters and reports are subject to Mental Health, Justice Health and Alcohol & Drug Services (MHJHADS) Release and Information procedures)
Consultation and Liaison and Comorbidity Service (Alcohol and Drug Services, Canberra Health Services)

Provides consultation and liaison support, assessment information and referrals for people in The Canberra Hospital who are experiencing ATOD issues.

**Telephone:** (02) 5124 2591  
**Fax:** (02) 6174 7111  
**Mailing Address:** GPO Box 825, Canberra City ACT 2601  
**Location:** Building 7, The Canberra Hospital, Palmer St, Garran ACT 2605  
**Parent organisation:** Alcohol and Drug Services, Canberra Health Services

**Access Information**

**Maximum waiting time for service:**  
- No waiting time

**Target group:**  
- Health professionals at The Canberra Hospital for consultation and liaison  
- Over 18  
- Men and women

**Documentation required:**  
- No documentation required

**When and how to access:**

*Operating hours:* 7 days a week: Sunday to Wednesday from 8:30am to 5pm, and Thursday to Saturday from 8:30am to 9:30pm  
*Referrals accepted from:* Self, another service, GP

**Assessment**

**Specialist ATOD assessment includes:**  
- Comprehensive alcohol, tobacco and other drug assessment  
- Comprehensive mental health history  
- Basic physical health & medical history  
- Social and family history  
- Criminal and legal history  
- Risk Assessment  
- Includes other assessments: Suicide Vulnerability Assessment Tool (SVAT)

**Programs**
Program type: Consultation and Liaison

Model: Specialist Medical Advice Service

Duration and intensity: Varies based on needs

Philosophical approach: Harm minimisation

Additional program description:
Provides assessment, support, information and referrals for people admitted in The Canberra Hospital that are also experiencing ATOD issues. The service works in cooperation with Doctors, Nurses and other staff at The Canberra Hospital.

Viral Hepatitis and Sexual Health Support

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers: Program provides advice to The Canberra Hospital treating teams.
- Referrals to access screening & treatment for sexually transmitted infections with external providers: Program provides advice to The Canberra Hospital treating teams.
- Provides safer sex information

Mental Health

- Assessments include a mental health history
- Suicide risk assessment
- Relationships with Mental Health ACT (i.e. Maintaining joint management and consultation and liaison advice)
- Partnerships with mental health services (i.e. Maintaining joint management with Mental Health ACT)

Aboriginal and/or Torres Strait Islander

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training

Culturally and Linguistically Diverse (CALD)

- Access to interpreter services
- Tools and resources in different languages

Tobacco Management

- Smokefree
- Screen for tobacco use (i.e. On assessment)
- Provide tobacco brief interventions (i.e. On assessment)
- Service has a workplace tobacco management policy
Cost

No cost

Staff available

- Nurse
- Nurse Practitioner
- Addiction Medicine Specialist

Help for Families & Carers

- Information and education offered to families and carers

Alexander Maconochie Centre

- Support for pregnant women on opioid maintenance therapy

Last Updated on April 2019
Counselling and Treatment Service (Alcohol and Drug Services, Canberra Health Services)

Provides ATOD counselling for adults, young people, family members and carers including a range of therapeutic and education groups

**Telephone:** (02) 5124 9977  
**Fax:** (02) 6205 0951  
**Mailing Address:** GPO Box 825, Canberra City ACT 2601  
**Email address:** ADSIntake@act.gov.au  
**Location:** Level 1, ACT Health Building, 1 Moore St, Canberra City ACT 2601  
**Parent organisation:** Alcohol and Drug Services, Canberra Health Services

**Access Information**

**Maximum waiting time for service:**

- Within 4 weeks

**Pre-Treatment support:**

- Support available while on the waiting list
- Phone support
- Active referrals and support to access other services
- Other: Groups

**Target Group:**

- Men and women
- Adults
- Under 18 (i.e. from 12 years of age)
- ACT residents get priority
- Aboriginal and Torres Strait Islander Peoples

**Documentation required:**

- Identification
- Medicare Card

**When and how to access:**

*Operating hours:* Program operating hours are 9am - 5 pm (Monday - Friday), office hours are 9am - 5pm (Monday - Friday)  
*Ways to access:* By appointment only  
*Disability access:* Accessible toilets, lifts and doorways
Referrals accepted from: Self, friend and family, another service, GP, ACT Corrective Services, Schools
Transport assistance available: Bus ticket

Assessment

- Intake conducted over the phone
- Face to face
- Appointment required
- Takes 1 hour

Specialist ATOD assessment includes:

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic physical health & medical history
- Includes other assessments

Treatment Plans

- An individualised treatment plan will be developed

Programs

Program type: Counselling and psychotherapeutic or psychosocial services.

Model: Brief interventions, Cognitive Behavioural Therapy, Motivational Enhancement Therapy, Mindfulness Based Stress Reduction, Acceptance and Commitment Therapy and Psychodynamic Psychotherapy are the most commonly used interventions (in line with a Model of Care for the Counselling and Treatment Service).

Duration and intensity: Duration is consistent with a treatment plan developed with the service consumer. Appointments are typically weekly.

Philosophical approach: Harm minimisation based on demand and harm reduction principles.

Additional program description: Provides short, medium and long term counselling and a range of therapeutic and psycho-educational groups to individuals, families and carers. Counselling and psychotherapy support is for hazardous or harmful ATOD use as well as substance intoxication, substance abuse and substance disorders identified in the DSM-V-TR. Treatment for a range of psychosocial problems that result in or derive from presenting issues is also offered. 24/7 telephone number for people seeking crisis support related to ATOD is also provided.

Programs and Groups include:
Youth Drug and Alcohol Program (YDAP): Tertiary service for young people aged 12 – 25 years with complex ATOD issues. This includes substance dependence, injecting drug use, poly drug use or co-occurring issues. Provides face to face counselling, crisis intervention, information and support, advocacy, support for carers, families and friends and referrals.

Groups:

- Mindfulness, Meditation and Stress Reduction
- Dialectical Behaviour Therapy
- SMART Recovery

**Viral Hepatitis and Sexual Health Support**

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
- Referrals to access screening & treatment for sexually transmitted infections with external providers
- Provides safe sex information
- Provides condoms

**Harm Reduction**

- Harm reduction drug education and strategies (i.e. safer injecting information)

**Mental Health**

- Screen for mental health
- Assessments include a mental health component
- Suicide risk assessment
- Relationships with Mental Health ACT (i.e. Maintaining joint management, consultation and liaison advice)
- Staff have mental health training
- Mental health services in-reach

**Aboriginal and/or Torres Strait Islander**

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
- Aboriginal and/or Torres Strait Islander services in-reach (i.e. An Aboriginal Liaison Officer is able to facilitate access to treatment if requested)
- Partnerships
- Identified Aboriginal and Torres Strait Islander counsellor is available

**Culturally and Linguistically Diverse (CALD)**

- Access to interpreter services
- Access to staff that speak a language other than English (i.e. Arabic, Spanish, Cantonese, Mandarin, Portuguese)
• Culturally and linguistically diverse staff
• Tools and resources in different languages (i.e. A range of pamphlets)
• Staff undertake cultural awareness training
• CALD in-reach to service

**Tobacco Management**

• Smokefree
• Screen for tobacco use
• Provide tobacco intervention (i.e. Referral options specifically for smoking cessation with Alcohol and Drug Services, ACT Health)
• Support for smoking cessation can be included in counselling psychotherapy process
• Provide access to subsidised or free nicotine replacement therapies
• Service has a workplace tobacco management policy

**Cost**

No cost

**Staff available**

• AOD Worker (Clinical)
• Nurse
• Psychologist
• Clinical Psychologist
• Social Worker
• Counsellor
• Administrator
• Executive
• Manager

**Help for Families & Carers**

• Information and education offered to families and carers
• Family information nights (i.e. Information for parents, carers or family of young people with alcohol and/or drug use. The two hour session covers information about drugs and alcohol, strategies for helping the young person with these issues, and services that are available to help)
• Counselling for family and carers (i.e. Families and carers can access the counselling service for brief interventions)

**Alexander Maconochie Centre**

• Counselling (i.e. with throughcare services provided)
• Information and education (i.e. Provide brief intervention including pharmacology, short term effects and long term risks of problematic substance use)
• Harm reduction (i.e. Education about the harms of substance use, the provision of strategies to reduce the frequency and amount of substance use)
• Assessments (i.e. biopsychosocial)
• Referrals accepted for people in AMC
• Throughcare services to support people to transition from the AMC into community services (i.e. counselling)

Bimberi Youth Justice Centre

• Withdrawal management (i.e. Psychosocial support regarding withdrawal and liaison with medical addiction specialists as required)
• Counselling
• Information and education (i.e. Education about the harms of substances used, the provision of strategies to reduce the frequency and amount of substance use and a focus on the negative affects of problematic alcohol and drug use)
• Harm reduction
• Assessments (i.e. biopsychosocial)

Other Information

• Provides support letters for people to access Housing ACT
• Preparation of reports for Care and Protection
• Preparation of reports for Courts
• All services require informed consent (i.e. Support letters and reports are subject to Mental Health, Justice Health and Alcohol & Drug Services (MHJHADS) Release and Information procedures)

Last Updates on April 2019
Integrated Multi-agencies for Parents and Children Together - IMPACT (Alcohol and Drug Services, Canberra Health Services)

Provides support to people and their partners who are receiving opioid maintenance therapy who are pregnant or have a child under the age of 2 years.

**Telephone:** 1800 211 274  
**Fax:** (02) 6244 3770  
**Mailing Address:** GPO Box 825, Canberra City ACT  
**Email address:** IMPACTProgram@act.gov.au  
**Location:** Level 2, 2 Moore Street, Canberra, ACT 2601  
**Parent organisation:** Alcohol and Drug Services, Canberra Health Services

**Access Information**

**Maximum waiting time for service:**

- No waiting time

**Target Group:**

- Families or individuals who are pregnant or have a child less than 2 years old; and are receiving opioid maintenance therapy and/or Health Mental Health Services.  
- ACT residents only

**Documentation required:**

- No documentation required

**When and how to access:**

*Operating hours:* Program operating hours are 9am - 5pm (Monday - Friday)  
*Ways to access:* By phone  
*Disability access:* Accessible toilets, lifts, doorways and parking  
*Referrals accepted from:* Self, another service, GP, Courts  
*Transport assistance:* No transport assistance available

**Assessment**

- Face to face  
- No appointment required  
- Takes more than 1 hour

**Specialist ATOD assessment includes:**

- Comprehensive alcohol, tobacco and other drug assessment
• Comprehensive mental health history
• Basic physical health & medical history
• Social and family history
• Domestic and family violence screening
• Includes other assessments: Suicide Vulnerability Assessment Tool (SVAT)

Programs

Program type: Coordination and family support

Duration and intensity: Until the child is 2 years of age

Philosophical approach: Harm minimisation

Additional program description: Provides a coordination service for pregnant women, their partners and their young children (less than two years of age) who are clients of Mental Health ACT and/or are receiving opioid replacement therapy and require assistance to manage their involvement with multiple services. The program is delivered as a partnership between Canberra Health Services, the Community Services Directorate, general practice and community pharmacies. Liaison officers are based across the participating ACT Government services.

Viral Hepatitis and Sexual Health Support

• Referrals for people to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
• Referrals for people to access screening & treatment for sexually transmitted infections with external providers
• Provides safe sex information

Mental Health

• Assessments include a mental health component
• Suicide risk assessment
• Partnerships with mental health services (i.e. Perinatal Mental Health Liaison Officer)

Aboriginal and/or Torres Strait Islander

• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training

Culturally and Linguistically Diverse (CALD)

• Access to interpreter services
• Tools and resources in different languages

Tobacco Management
- Smokefree
- Screen for tobacco use (i.e. On assessment)
- Service has a workplace tobacco management policy

**Cost**

No cost

**Staff available**

- Nurse

**Help for Families & Carers**

- Program designed and delivered specifically for families

**Other Information**

- Provides support letters for people to access Housing ACT

Last Updated on April 2019
Inpatient Withdrawal Unit (Alcohol and Drug Services, Canberra Health Services)

Provides up to 7 days of medicated residential inpatient support for people experiencing withdrawal from AOD.

**Telephone:** (02) 5124 9977  
**Fax:** (02) 6244 2744  
**Mailing Address:** GPO Box 825, Canberra City ACT 2601  
**Email address:** adp.admin@act.gov.au  
**Location:** Building 7, The Canberra Hospital, Palmer St, Garran ACT 2605  
**Parent organisation:** Alcohol and Drug Services, Canberra Health Services

### Access Information

**Maximum waiting time for service:**

- Up to one month
- Triage based on medical priority and bed availability

**Target Group:**

- Adults
- Men and women
- Accepts both ACT and interstate residents, however ACT residents get priority

**Documentation required:**

- Medicare card
- Concession card
- Prescriptions

**When and how to access:**

*Operating Hours:* Program operating hours are 24 hours a day (7 days a week)  
*Ways to access:* By appointment only  
*Disability access:* Accessible toilets and doorways  
*Referrals accepted from:* Self, friend/family, another service, GP, Courts, Police  
*Transport assistance available:* Taxi  
*Childcare available:* No childcare available  
*Other access information:* Can access when intoxicated, however a medical assessment is required prior to admission if high level of intoxication

### Assessment

- Assessment required
• Over the phone
• Face-to-face
• Takes less than 1 hour

Specialist ATOD assessment includes:

• Comprehensive alcohol, tobacco and other drug assessment
• Comprehensive mental health history
• Physical health & medical history
• Includes other assessments (i.e. child protection if appropriate, Suicide Vulnerability Assessment Tool)

Drug Testing

• Drug testing is conducted as part of treatment; the tests are conducted in-house/on-site by program staff and conducted by pathology laboratories
• Types of testing used include; Urine drug screening, breath alcohol concentration by Alcohol Breathalyzer, smoking status by Smokerlyser

Admission Requirements for Residential Services Only

• Mobile phone stored during stay
• Searching of possessions
• Possessions stored during stay (i.e. valuables)
• Confiscation and disposal of alcohol and other drugs
• Confiscation and disposal of tobacco
• Time and days available for admission are 9.30am - 2pm (Monday - Friday)

Programs

Program type: Inpatient residential withdrawal

Model: Medical (medicated as required)

Duration and intensity: Average stay up to 5-7 days

Not able to consume alcohol or other drugs while in program: No alcohol or other drugs to be consumed during program. Withdrawal medication as required, prescription medications maintained.

Philosophical approach: Harm minimisation

Additional program description: Provides up to 7 days of medicated residential support for people experiencing withdrawal from AOD. Therapeutic support, referrals, follow-up specialist services and a psychosocial group program is provided including relapse prevention groups. Relapse prevention planning is supported and a two week follow up phone call is made after discharge. Social Work support is available during the admission as well as support from a Nicotine Replacement
Therapy Clinician. Therapeutic groups are held daily as well as supervised therapeutic walks. Attendance at Smart Recovery and AA meetings are encouraged.

Additional supports available:

- Aftercare (i.e. Linkages and referral to groups and/or counselling and treatment services)
- Nutrition and Cooking Group and Art Therapy is provided weekly
- Staff provide follow up phone calls two weeks after discharge to support continuation of relapse prevention planning.

Viral Hepatitis and Sexual Health Support

- Screening and pre treatment for viral hepatitis on-site
- Supports people to maintain Hepatitis C treatment
- Supports people with advanced liver disease to access ongoing liver monitoring support through external organisations
- Referrals to access screening & treatment for sexually transmitted infections with external providers
- Provides safe sex information
- Partnerships with sexual health organisations

Harm Reduction

- Harm reduction drug education and strategies (i.e safer injecting information)
- Opioid overdose prevention and education

Mental Health

- Screen for mental health
- Assessments include a mental health component
- Suicide risk assessment
- Relationship with Mental Health ACT: consultation and liaison advice
- Staff have mental health training
- Partnerships with mental health services
- Mental Health Specialist (i.e. Psychiatrist, Psychologist)

Aboriginal and/or Torres Strait Islander

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
- Aboriginal and/or Torres Strait Islander in-reach to service (i.e. Aboriginal Liaison Officer)
- Aboriginal and/or Torres Strait Islander staff (i.e. Aboriginal Liaison Officer position)

Culturally and Linguistically Diverse (CALD)

- Access to interpreter services
• Partnerships with CALD services

**Tobacco Management**

• Smokefree
• Screen for tobacco use (i.e. Fagerstrom Test for Nicotine Dependence)
• Provide tobacco brief interventions
• Provide repeated or ongoing support and/or counselling for smoking cessation
• Provide access to subsidised or free nicotine replacement therapies
• Provide access to GPs/medical officers to prescribe NRT patches or other smoking cessation pharmacotherapies
• Service has a workplace tobacco management policy
• NRT Clinician

**Cost**

**Rent & Fees:** No cost

**Others:** Support can be provided to access Centrelink and there is an exemption from requirement to be looking for work with Centrelink while engaged in program

**Staff available**

• Nurse
• Nurse Practitioner
• Psychologist
• Psychiatrist
• Addiction Medicine Specialist
• Social Worker
• Smoking cessation worker

**Help for Families & Carers**

• Information and education offered to families and carers

Last Updated on April 2019
**Opioid Treatment Services (Alcohol and Drug Services, Canberra Health Services)**

Provides opioid substitution treatment and coordinated care by working with other health and pharmacotherapy services.

**Telephone:** (02) 5124 9977  
**Fax:** (02) 6244 2990  
**Mailing Address:** GPO Box 825, Canberra City ACT 2601  
**Email address:** adp.ots@act.gov.au  
**Location:** Wruwallin Clinic, Building 7, Canberra Hospital, Palmer St, Garran ACT 2605  
**Parent organisation:** Alcohol and Drug Services, Canberra Health Services

### Access Information

**Maximum waiting time for service:**

- Approximately 1 -2 weeks

**Target Group:**

- Adults
- Men, women and couples (including same sex couples) and with accompanying children
- ACT residents get priority
- Special population groups get priority as follows:
  - Pregnant women
  - Women and their partners with children under the age of two
  - People under the age of 18
  - People who identify as Aboriginal and/or Torres Strait Islander
  - People being released from correctional institutions
  - People on diversion programs from the criminal justice system
  - People with human immunodeficiency virus (HIV) and their partners
  - People with hepatitis and their partners

**Documentation required:**

- Photo Identification
- Medicare Card
- Concession Card

**When and how to access:**
Dosing operating hours: 7:15am - 12:30pm and 2pm - 3pm (Monday - Friday), 7:15am - 9:30am, 10am - 12pm and 1pm - 3pm (weekends and public holidays)
Other operating hours: Doctor operating hours 9am - 4:51pm (5 days a week); Social Workers available for counselling from 8:30am - 4:51pm (5 days a week); office hours 7:30am - 4:51pm (Monday - Friday)
Ways to access: By appointment only
Disability access: Accessible toilets, lifts, doorways and parking
Referrals accepted from: Self, friend/family, another service, GP, Courts

Assessment

- Assessment required
- Over the phone
- Face to face
- Appointment required
- Can take less than 1 hour, but assessment time varies
- If the service is right for the individual, they can be admitted or go through intake straight away

Specialist ATOD assessment includes

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic physical health & medical history
- Social and family history
- Domestic and family violence screening
- Criminal and legal history
- Risk Assessment
- Includes other assessments: Suicide Vulnerability Assessment Tool (SVAT)

Drug Testing

- Drug testing is conducted as part of treatment; the tests are conducted in-house/on-site by program staff and conducted by pathology laboratories.
- Types of testing used include urine drug screening, breath alcohol concentration by Alcohol Breathalyzer, smoking status by Smokerlyser

Programs

Program type: Opioid pharmacotherapy
Model: The program is provided in line with the National Guidelines for Medication Assisted Treatment of Opioid Dependence (2014) and Opioid Maintenance Treatment in the ACT: Local Policies and Procedures.

Duration and intensity: Ongoing as needed

Philosophical approach: Harm minimisation

Specialist focus interventions on drugs of concern: Opioids

Additional program description: Provides prescription and dosing of pharmacotherapies for people seeking to manage opioid use. A Key Worker is offered for Tier 1 clients (i.e. people dosing at the clinic) and people will continue to be reviewed by a Medical Officer while on pharmacotherapies. Prescriptions are reviewed every three months or more frequently as required. The program also provides coordinated care by working with other health and pharmacotherapy services.

Viral Hepatitis and Sexual Health Support

- Integrated screening and treatment for viral hepatitis on-site
- Supports people with advanced liver disease to access ongoing liver monitoring support through external organisations
- Referrals for people to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
- Referrals for people to access screening & treatment for sexually transmitted infections with external providers
- Provides safe sex information
- Partnerships with Hepatitis ACT and sexual health organisations

Harm Reduction

- Harm reduction drug education and strategies (i.e providing safer injecting information)
- Opioid overdose prevention and education

Mental Health

- Screen for mental health
- Assessments include a mental health component
- Suicide risk assessment
- Relationships with Mental Health ACT (i.e. Maintaining joint management, consultation and liaison advice)
- Partnerships with mental health services
- Mental health services in-reach
- Mental health specialty staff (i.e. Psychiatrist, Psychologist)

**Aboriginal and/or Torres Strait Islander**

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
- Aboriginal and/or Torres Strait Islander services in-reach
- Partnerships (i.e. Winnunga Nimmityjah Aboriginal Health Services)
- Aboriginal and/or Torres Strait Islander staff (i.e. Referrals to the Alcohol and Drug Services Aboriginal Liaison Officer for case management and support is available)

**Culturally and Linguistically Diverse (CALD)**

- Access to interpreter services
- Tools and resources in different languages
- Partnerships with CALD services
- CALD services in-reach

**Tobacco Management**

- Smokefree
- Provide repeated or ongoing support and/or counselling for smoking cessation (i.e. Provision of NRT Clinic and 1-week supply of NRT tailored to the clients’ needs with a written letter to the GP for ongoing support)
- Provide access to subsidised or free nicotine replacement therapies (i.e. NRT Clinic)
- Provide access to GPs/medical officers to prescribe NRT patches or other smoking cessation pharmacotherapies (i.e. Referral written to GP)
- Service has a workplace tobacco management policy

**Cost**

No cost

**Staff available**
• AOD Worker (Clinical)
• Nurse
• Nurse Practitioner
• Psychologist
• Psychiatrist
• Social Worker
• Addictions Medicine Specialist
• Smoking Cessation Worker
• Other Medical Practitioner

Help for Families & Carers

• Information and education offered to families and carers

Alexander Maconochie Centre

• Provides assistance to people in, and post release from the AMC to ensure continuity of care including allocation of a Key Workers to support transitions

Other Information

• Provides support letters for people to access Housing ACT
• Preparation of reports for Care and Protection
• Preparation of reports for Courts

Last Updated on April 2019
Police and Court Drug Diversion Service (Alcohol and Drug Services, Canberra Health Services)

Provides programs that aim to divert people apprehended for ATOD use or ATOD related offences from the judicial system into the health system.

**Telephone:** (02) 5124 4515  
**Fax:** (02) 6205 8380  
**Mailing Address:** GPO Box 825, Canberra City ACT 2601  
**Email address:** Diversionservice@act.gov.au  
**Location:** Level 1, ACT Health Building, 1 Moore St, Canberra City ACT 2601  
**Parent organisation:** Alcohol and Drug Services, Canberra Health Services

**Access Information.**

**Maximum waiting time for service:**

- No waiting time
- Within 4 weeks

**Target Group:**

- Men and women
- Under 18 (i.e. 12 - 18 years)
- Adults
- Accepts both ACT and interstate residents

**Documentation required:**

- Medicare Card

**When and how to access:**

*Operating hours:* Program operating hours are 9am - 5pm (Monday - Friday)  
*Ways to access:* By appointment only  
*Disability access:* Accessible toilets, lifts, doorways and parking  
*Referrals accepted from:* Courts, Police, Office for Children, Youth and Family Support (Youth Justice)  
*Transport assistance available:* Bus ticket

**Assessment**
• Appointment required
• Face to face
• Takes less than 1 hour

Specialist ATOD assessment includes

• Comprehensive alcohol, tobacco and other drug assessment
• Comprehensive mental health history
• Basic physical health & medical history
• Social and family history
• Domestic and family violence screening
• Criminal and legal history
• Risk Assessment
• Includes other assessments: Suicide Vulnerability Assessment Tool (SVAT)

Treatment Plans

• An individualised treatment plan will be developed

Programs

Program type: Police and Court Drug Diversion

Duration and intensity: Duration for Police referrals are 1-4 weeks. Duration for Court Alcohol and Drug Assessment Service (CADAS) referrals are pending the length of Court matters. Duration can extend to up to 2 years for people receiving Good Behaviour Orders.

Philosophical approach: Harm minimisation

Additional program description: Provides programs that aim to divert people apprehended for ATOD use or ATOD related offences from the judicial system into the health system:

Youth Alcohol Diversion (YAD): Provides ACT Policing alternatives in apprehension of young people (12 – 17 years) found to be intoxicated or in possession of alcohol. With parental consent, they can divert young people to attend an assessment and education/brief intervention. Non-compliance is reported and the ACT Policing Case Officers determine what action should be taken (if any), but can result in a charge proceeding to Court. Information related to alcohol and other support is also provided to parents and families. Young Aboriginal and/or Torres Strait Islander people can be assessed by the Aboriginal Liaison Officer and referred to culturally appropriate agencies for education/brief intervention.

Illicit Drug Diversion (IDD): ACT Policing can divert offenders following arrest for assessment and referral to treatment. For people who have been apprehended by
ACT Policing for possession of a small amount of illicit drugs (2 cannabis plants or amount less than 50 grams; non-trafficable amount of all other illicit drugs; for information regarding the changes to the ACT Drug Threshold Laws go to [http://www.justice.act.gov.au/page/view/3660/title/criminal-code-controlled-drugs-legislation](http://www.justice.act.gov.au/page/view/3660/title/criminal-code-controlled-drugs-legislation)). Treatment is provided by an approved ACT agency and can include education, counselling, withdrawal, pharmacotherapy or residential rehabilitation. Compliance with treatment is determined by the Police Drug Diversion Service workers, and if compliant, a report is made to ACT Policing and no conviction is recorded. Non-compliance is reported back, and ACT Policing determines what action should be taken (if any), but can result in a charge proceeding to court.

Court Alcohol and Drug Assessment Service (CADAS): A pre-sentencing option for people charged with ATOD related offences. The goals are to reduce recidivism during the Court period and to engage the client in treatment. CADAS staff service the Supreme, Magistrate and Children’s Courts, and provide an ATOD assessment and recommend an appropriate treatment plan. Case management, referral and support are provided for the length of Court proceedings. For people engaged with a treatment plan, while being released on bail attendance will be monitored and reported to the Court. Non-compliance does not necessarily result in a penalty but is taken into account by the Court at sentencing or by the Justice and Community Safety Directorate.

CADAS also provide assessment and treatment for the [Alcohol Interlock Program](http://www.transport.act.gov.au/road-safety/alcohol-interlock-program). Courts are required by legislation to refer people to CADAS for assessment prior to sentencing when they are caught for following:

- exceeding the prescribed concentration of alcohol (a BAC offence) and your BAC was 0.15g or more
- refusing to provide a breath or blood sample related to alcohol
- at the time of conviction or finding of guilt you had been convicted of 2 or more alcohol-related disqualifying offences within the previous 5 years

Treatment may be recommended and completion of this is a requirement for people engaging in the Interlock Program to have their full licence reinstated. People participating in the Interlock Program have their disqualification periods halved, an interlock device installed and progress monitored by the Road Traffic Authority (RTA). For more information about the [Alcohol Interlock Program](http://www.transport.act.gov.au/road-safety/alcohol-interlock-program) contact the Transport Regulation on (02) 6207 7122.

**Viral Hepatitis and Sexual Health Support**

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
- Referrals to access screening & treatment for sexually transmitted infections with external providers
- Provides safe sex information
Aftercare & Exit of Service

- Phone support
- Active referrals and support to access other services

Harm Reduction

- Harm reduction drug education and strategies

Mental Health

- Screen for mental health
- Assessments include a mental health component
- Suicide risk assessment
- Relationships with Mental Health ACT (i.e. Maintaining joint management, consultation and liaison advice)
- Staff have mental health training

Aboriginal and/or Torres Strait Islander

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
- Aboriginal and/or Torres Strait Islander staff (i.e. Aboriginal and/or Torres Strait Islander Liaison Officer is part of Diversion Service)

Culturally and Linguistically Diverse (CALD)

- Access to interpreter service

Tobacco Management

- Smokefree
- Screen for tobacco use (i.e. On assessment)
- Provide tobacco brief interventions (i.e. Referral to Nicotine Replacement Clinic as required)
- Service has a workplace tobacco management policy
Cost

No cost

Staff available

- AOD Worker (Clinical)

Help for Families & Carers

- Information and education offered to families and carers

Alexander Maconochie Centre

- Assessments (i.e. Attend CADAS assessments on referral from Courts)

Bimberi Youth Justice Centre

- Assessments (i.e. Attend CADAS assessments on referral from Courts and Youth Justice Services)

Other Information

- Provides support letters for people to access Housing ACT
- Preparation of reports for Courts

Last Updated on April 2019
Canberra Alliance for Harm Minimisation and Advocacy (CAHMA)

The Connection
CAHMA - Canberra Alliance for Harm Minimisation and Advocacy

A peer based users group run by and for past or current illicit/injecting drug users, their families and friends.

**Telephone:** (02) 6279 1670  
**Mailing Address:** GPO Box 1552, Canberra City ACT 2601  
**Email address:** info@cahma.org.au  
**Website:** www.cahma.org.au  
**Location:** Shop 15-16 Northpoint Plaza, 8 Chandler Street, Belconnen ACT 2617  
**Parent organisation:** Australian Injecting and Illicit Drug Users League (AIVL)

**Access Information**

**Maximum waiting time for service:**  
- No waiting time

**Target Group:**

- Adults
- Men, women and couples (including same sex couples)
- Accepts both ACT and interstate residents

**Documentation required:**

- No documentation required  
- Medicare card is required for the prescription of take-home naloxone as part of the ACT Opioid Overdose Prevention and Management Program

**When and how to access:**

*Operating hours:* Program operating hours are 10am - 4pm (Monday - Friday), office hours are 9am - 4pm (Monday - Friday)  
*Ways to access:* Drop in, no appointment required and outreach  
*Disability access:* Accessible doorways  
*Referrals accepted from:* No referral required  
*Other access information:* Can access when intoxicated

**Assessment**

- No assessment required

**Programs**

**Program type:** Peer based support, advocacy, and education.  
**Model:** Peer Based Harm Reduction
**Duration and intensity:** As required

**Not able to consume alcohol or other drugs while in program:** Intoxicated service consumers are accepted. Alcohol/drug consumption is not allowed on premises.

**Philosophical approach:** Harm Reduction

**Specialist focus interventions on drugs of concern:** Although primarily focused on people who inject drugs, CAHMA provides information and support on all types of drugs and drug use.

**Additional program description:** Represents the interests of illicit drug users and promotes improved health and reduction of harms associated with illicit/injecting drug use through peer based education workshops, information and policy development. Peer based overdose management training, naloxone brief intervention provided on demand. Peer support, advocacy, education, information and referrals are also provided. Provides consultancy/assistance and training upon request to alcohol and other drug services and other organisations, on issues relating to illicit/injecting drug use and consumer participation.

CAHMA also provides:

**Peer Education Program:**
Provides peer education groups run by and for past or current illicit/injecting drug users and pharmacotherapy consumers. Topics for harm reduction education workshops include: blood borne virus prevention and treatment; sexual health; overdose prevention; safer injecting; drug treatments, and co-occurring mental health issues.

**Peer Treatment Support Service:**
Provides information, peer support and referral for people considering or attempting to access drug treatment services and assists people to make informed treatment choices. The service promotes consumer rights and advocates on behalf of people experiencing treatment difficulties. In particular CAHMA supports and assists people to manage their health and wellbeing while waiting for service and assists people to navigate the health system.

**Policy Support:**
CAHMA can facilitate consultations and focus groups for consumers to input into local and national policy development activities and service level development. The program actively promotes health and human rights for people who inject drugs.

**The Connection (Aboriginal and Torres Strait Islander Program of CAHMA):**
Provides peer based support services for Aboriginal and Torres Strait Islander and other people who are past or present illicit/injecting drug users in the ACT and surrounding area (see The Connection profile).

**Naloxone Program - ACT Opioid Overdose Prevention and Management Program:**
Naloxone is a dual schedule drug, which can be provided with a prescription from a
GP or over the counter from a Pharmacist. Naloxone reverses the effects of opioid overdose. The program is peer-led and provides training to opioid users, peers of people who inject opioids, or family or friends. Participants are taught to administer naloxone intramuscularly within a comprehensive overdose response education program. Opioid users who successfully complete the training program are prescribed and/or provided naloxone to be administered to them in the event of an overdose.

Radio Show “News from the Drug War Front”:
A weekly radio show from 2 – 4pm on Tuesdays broadcast on community radio 2XX (98.3 FM.) Reports the latest news about drug use, prohibition politics, health messages and CAHMA and AOD services updates. The show is presented by CAHMA staff and volunteers. The program & previous episode can be accessed at https://www.2xxfm.org.au/Form/programdetail/?news-from-the-drug-war-front

Additional supports available:

- Employment/Work placements/Traineeships/Job readiness
- Volunteering (i.e. Volunteers are welcomed for various programs, including Radio Show (scripting and presenting), outreach (stalls & BBQ's, etc), various (as appropriate).
- Brokerage (limited assistance available)

Viral Hepatitis and Sexual Health Support

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
- Supports people with advanced liver disease to access ongoing liver monitoring support through external organisations
- Referrals to access screening & treatment for sexually transmitted infections with external providers
- Provides safe sex information
- Partnerships with Hepatitis ACT & sexual health organisations

Aftercare and Exit of Service Support

- Aftercare support available
- Active referrals and support to access other services

Harm Reduction

- Harm reduction drug and education and strategies (i.e safer injecting information)
- Peer interventions
- Provides safe sex education
- Provides condoms

Naloxone
• Opioid overdose prevention and education sessions
• Overdose Management Training Workshops
• Provides access to Naloxone script (following completion of the Overdose Management Training Workshop)
• Supports access to over the counter Naloxone

**Mental Health**

• Screen for mental health
• Suicide risk assessment
• Relationships with Mental Health ACT (i.e. Maintaining joint management & Consultation and liaison advice)
• Staff have mental health training

**Aboriginal and/or Torres Strait Islander**

• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
• Aboriginal and/or Torres Strait Islander services in-reach (See [The Connection profile](#))
• Aboriginal and/or Torres Strait Islander staff (See The [Connection](#) profile)

**Culturally and Linguistically Diverse (CALD)**

• Access to interpreter services
• Staff undertake cultural awareness training

**Tobacco Management**

• Designated smoking area
• Provide tobacco screening
• Provide tobacco brief interventions
• Provide repeated or ongoing support and/or counselling for smoking cessation
• Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT
• Service has a tobacco management policy
• Service participating the in the [We Can Program](#)-Communities Accessing all-types of NRT

**Cost**

No cost

**Staff available**

• AOD Worker (Non-clinical)
• Manager
• Peer-Based staff have an extensive experience and knowledge of ATOD with an intimate knowledge and understanding of the lived experience of illicit drug
use. Staff positions include: Alcohol and Other Drug Peer Education Workers, and Policy & Advocacy Worker.

Help for Families & Carers

- Information and education offered to families and carers
- Families and carers can access most CAHMA programs

Alexander Maconochie Centre

- Peer-based naloxone training is provided
- Support for people to transition from the AMC into community services

Other Information

- Provides support letters for people to access Housing ACT

Last Updated on April 2019
The Connection (Canberra Alliance for Harm Minimisation and Advocacy - CAHMA)

Provides a peer based support and education service for Aboriginal and/or Torres Strait Islander people and their friends and family. The Connection service aims to reduce the harms associated with alcohol & other drugs, with a focus on illicit and/or injecting drug use.

Telephone: (02) 6279 1670
Fax: (02) 6279 1610
Mailing Address: GPO Box 1552, Canberra ACT 2601
Email address: aimeec@cahma.org.au
Website: www.cahma.org.au/Connection.html
Social media: https://www.facebook.com/theconnectionservice/
Location: Shop 15-16 Northpoint Plaza, 8 Chandler St, Belconnen (Ground level of the Belconnen Centrelink building)
Parent organisation: Australian Injecting and Illicit Drug Users League (AIVL)

Access Information

Maximum waiting time for service:

- No waiting time

Target Group:

- Aboriginal and Torres Strait Islander specific
- Adults
- Men, women and couples (including same sex couples) and with accompanying children
- Accepts both ACT and interstate residents

Documentation required:

- No documentation required

When and how to access:

Operating hours: Program operating hours are 10am - 4pm (Mon- Fri except public holidays)
Ways to access: Drop in, no appointment required and outreach
Disability access: Accessible doorways
Referrals accepted from: Self, friend/family, another service, GP, Courts, Corrective Services and Police but no referrals are required
Childcare available: No childcare available
Other access information: Intoxicated services consumers are accepted. Alcohol/drug consumption is not allowed on premises.

Assessment

- No assessment required
- No appointment required

Programs

Program type: Aboriginal and Torres Strait Islander peer based support, advocacy and education

Model: Peer Based Harm Reduction

Duration and intensity: One-off or ongoing based on clients needs

Not able to consume alcohol or other drugs while in program: Intoxicated service consumers accepted. Alcohol/drug consumption is not allowed on premises.

Philosophical approach: Harm Reduction

Specialist focus interventions on drugs of concern: Although primarily focused on people who inject drugs, The Connection provides information and support on all types of drugs and drug use.

Additional program description: The Connection represents the interests of Aboriginal and Torres Strait Islander drug users and promotes improved health and reduction of harms associated with illicit/injecting drug use. This is provided through peer based education workshops, information and policy development and dissemination, peer support, advocacy, education and, information and referrals. The Connection can provide consultancy/assistance and training upon request to organisations on issues relating to illicit/injecting drug use. See the CAHMA profile for a full list of activities that The Connection supports. The Connection offers outreach to a number of services including the Early Morning Centre.

Additional supports available:

- Peer support and advice pre and post screening
- Employment/Work placements/Traineeships/Job readiness
- Volunteering (i.e. Volunteers are welcomed for various programs, including Radio Show (scripting and presenting), outreach (stalls & BBQ's, etc), various (as appropriate).
- Brokerage (limited assistance available)
Viral Hepatitis and Sexual Health Support

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers,
- Supports people with advanced liver disease to access ongoing liver monitoring support through external organisations,
- Referrals to access screening & treatment for sexually transmitted infections with external providers
- Provides safe sex information
- Partnerships with Hepatitis & sexual health organisations

Aftercare and Exit of Service Support

- Aftercare support available
- Relapse Prevention
- Phone Support
- Links with community self help groups
- Active referrals and support to access other services

Harm Reduction

- Harm reduction drug education and strategies (i.e safer injecting information, blood borne viruses, sexually transmitted infections, Pharmacotherapy treatment options)
- Peer interventions: Peer support, case management and advocacy
- Provides safe sex education
- Provides condoms

Naloxone:

- Opioid overdose prevention and education sessions: The Connection works with CAHMA in delivering opioid overdose education sessions
- Program provides access to Naloxone script (following completed to the CAHMA Overdose Management Training Workshop)
- Supports access to over the counter naloxone (through CAHMA)

Mental Health

- Screen for mental health
- Suicide risk assessment
- Staff have mental health training
- Partnerships with mental health services
Aboriginal and/or Torres Strait Islander

- Aboriginal and/or Torres Strait Islander staff (including identified positions, volunteers, and management committees)
- Staff undertake Aboriginal and Torres Strait Islander cultural awareness training
- Aboriginal and Torres Strait Islander service in-reach to service
- Ongoing Partnership with Hepatitis ACT Aboriginal Hep B Worker and Ombudsman Office Aboriginal Liaison Worker

Culturally and Linguistically Diverse (CALD)

- Staff undertake cultural awareness training

Tobacco Management

- Designated smoking area
- Provide tobacco screening
- Provide tobacco brief interventions
- Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT (through CAHMA)
- Service has a tobacco management policy

Cost

No cost

Staff available

- AOD Worker (non clinical)
- Alcohol and Other Drug Indigenous Peer Support Workers.
- Peer-Based staff have an extensive experience and knowledge of ATOD with an intimate knowledge and understanding of the lived experience of illicit drug use.

Help for Families & Carers
• Information and education offered to families and carers

Alexander Maconochie Centre

• Support people to transition from the AMC into community services

Other Information

• Provides support letters for people to access Housing ACT
• The Connection service works to support people to navigate both ATOD and social services. The Connection will support people through issues such as: probation and parole, Centerlink, housing, Child Protection Services, pharmacotherapy, rehabilitation/detox, etc.

Last Updated on April 2019
AOD Support Connections
  Reaching Out
  Sobering Up Shelter
Alcohol and Other Drug (AOD) Support Connections (CatholicCare Canberra & Goulburn)

Provides short term case management and assertive outreach for individuals experiencing issues related to alcohol and other drug use.

Telephone: (02) 6163 7600
Mailing Address: PO Box 3167, Manuka ACT 2603
Email address: aodsupportconnections@catholiccare.cg.org.au
Website: http://www.catholiccare.cg.org.au/service/alcohol-drug-aod-support-connections/
Location: 57 Hicks St, Red Hill ACT 2603
Parent organisation: CatholicCare Canberra & Goulburn

Access Information

Maximum waiting time for service:
- Not applicable

Pre-Treatment support:
- Support available on the waiting list
- Phone support
- Information and advice

Target Group:
- Men and women
- Couples including same sex couples
- Men and Women with children
- Young people aged 16 and over
- Adults
- Accepts both ACT and interstate residents, however ACT residents get priority

Documentation required:
- No documentation required

When and how to access:

Operating hours: Program operating hours are 9am - 5pm (Monday - Friday)
Ways to access: By appointment only, outreach
Disability access: Accessible toilets, lifts, doorways and parking
Interpreter services: Access to interpreter services (sign language)
Referrals accepted from: Self, friend/family, another service, GP, Courts and Corrective Services, Police
Other access information: Can access when intoxicated
Assessment

- Assessment required
- Appointment required
- Over the phone or face to face
- Takes less than 30 minutes

Specialist ATOD Assessment Include:

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic physical health & medical history
- Social and family history
- Domestic and family violence screening
- Criminal and legal history
- Risk assessment
- Suicide risk assessment

Treatment Plans

- An individualised treatment plan will be developed

Programs

Program type: Case management and assertive outreach

Model: Individually tailored outreach and case management

Duration and intensity: Three months of medium intensity case management with an additional month of low intensity aftercare.

Philosophical approach: Harm Minimisation

Additional program description: Provides assertive outreach and case management to people engaging in high risk AOD use, including with people who have attended the Sobering Up Shelter. The program provides up to four months of case management support to individuals aged 16 years and over who are experiencing issues related to AOD. Case management support is delivered via outreach with case workers able to meet with clients at agreed locations within the community. The program uses a strengths-based approach that incorporates assessment, case planning and coordination, advocacy, referral, harm reduction information and relapse prevention strategies. The program promotes positive changes to AOD use while increasing clients safety, health and well-being whatever their goals around AOD use are.

Additional supports available:

- Work and Development Program
- Assistance with vocational education
- Assistance with employment / work placements / traineeships / job readiness
- Assistance with getting volunteers ready such as obtaining Working with Vulnerable Persons card
- Assistance finding recreational groups
- Living skills

**Viral Hepatitis and Sexual Health Support**

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
- Referrals to access screening & treatment for sexually transmitted infections with external providers
- Provides safe sex information

**Aftercare and Exit of Service**

- After care support available
- Relapse prevention
- Phone support
- Links with community self-help groups (i.e 12 steps)
- Active referrals and support to access other services

**Harm Reduction**

- Harm reduction drug education and strategies (i.e safer injecting information): provides one on one information on drug education
- Opioid overdose prevention and education sessions

**Mental Health**

- Screen for mental health
- Assessments include a mental health component
- Suicide risk assessment
- Staff have mental health training
- Partnerships with mental health services (i.e. relationship with Mental Health ACT for consultation and liaison advice)

**Aboriginal and/or Torres Strait Islander**

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
- CatholicCare Canberra and Goulburn has a Reconciliation Action Plan

**Culturally and Linguistically Diverse (CALD)**

- Access to free interpreter services
- Staff undertake cultural awareness training

**Tobacco Management**
• Smokefree
• Screen for tobacco use
• Provide tobacco brief interventions
• Provide repeated or ongoing support and/or counselling for smoking cessation
• Service has a workplace tobacco management policy

Cost

No cost

Staff available

• AOD Worker

Help for Families and Carers

• Information and education offered to families and carers

Alexander Maconochie Centre

• Assessments: Face to face and phone assessments available
• Referrals are accepted for people in the AMC

Other Information

• Provide support letters for people to access Housing ACT
• Preparation of report for Care and Protection
• Preparation of reports for Courts
• Preparation of reports for Corrective Services
• Restoration planning for families with children involved in the Child Protection system
• Undertake formal safety planning for women experiencing domestic and family violence

Last Updated on April 2019
Reaching Out (CatholicCare Canberra and Goulburn)

Provides specialist AOD counselling and therapeutic interventions through an outreach approach.

Telephone: (02) 6163 7600  
Mailing Address: PO Box 3167, Manuka ACT 2603  
Email address: reachingout@catholiccare.cg.org.au  
Location: 57 Hicks St, Red Hill ACT 2603  
Parent organisation: CatholicCare Canberra & Goulburn

Access Information

Maximum waiting time for service:

- Within one week

Pre-Treatment support:

- Support available while on the waiting list
- Assessment
- Phone support
- Information and advice

Target Group:

- Men and women
- Couples (including same sex couples)
- Women with children
- Men with children
- Couples with children
- Young people aged 13 and over
- Adults

Documentation required:

- No documentation required

When and how to access:

*Operating hours:* Program operating hours are 9am - 5pm (Monday - Friday)  
*Ways to access:* By appointment only, outreach  
*Disability access:* Accessible toilets, lifts, doorways and parking  
*Interpreter services:* Access to interpreter services (sign language)  
*Referrals accepted from:* Self, friend/family, another service, GP, Courts and
Corrective Services, Police, Schools

*Transport assistance available: No transport available*

**Assessment**

- Assessment required
- Appointment required
- Over the phone or face to face
- Takes less than 30 minutes

**Specialist ATOD Assessment Include:**

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic physical health & medical history
- Social and family history
- Domestic and family violence screening
- Criminal and legal history
- Risk Assessment
- Includes other assessment: suicide risk assessment

**Treatment Plans**

- An individualised treatment plan will be developed

**Programs**

**Program type:** Counselling

**Model:** Outreach

**Duration and intensity:** Up to 18 sessions depending on client need

**Philosophical approach:** Harm Minimisation

**Additional program description:** Provides counselling and therapeutic interventions to individuals aged 13 and over and their family/carers to address all types of AOD use and related harms. Counselling sessions are delivered via outreach where counsellors meet with clients at agreed locations that are convenient, save and comfortable. Clients can receive up to 18 sessions, depending on individual need. Reaching Out Counsellors employ a harm minimisation approach to utilise evidence-based, person-centered, psychological strategies including brief
intervention, motivational interviewing, cognitive behavioural therapy and trauma informed practices.

**Aftercare and Exit of Service**

- After care support available
- Relapse prevention
- Phone support
- Links with community self-help groups (i.e 12 steps)
- Active referrals and support to access other services

**Harm Reduction**

- Harm reduction drug education and strategies (i.e safer injecting information): provides one on one information on drug education
- Provides safe sex information
- Opioid overdose prevention and education sessions one on one

**Mental Health**

- Assessments include a mental health component
- Suicide risk assessment
- Staff have mental health training
- Partnerships with mental health services (i.e. relationship with Mental Health ACT for consultation and liaison advice )

**Aboriginal and/or Torres Strait Islander**

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
- CatholicCare Canberra and Goulburn has a Reconciliation Action Plan

**Culturally and Linguistically Diverse (CALD)**

- Access to free interpreter services
- Staff undertake cultural awareness training
Tobacco Management

- Completely Smokefree
- Provide tobacco screening
- Provide tobacco brief interventions
- Provide repeated or ongoing support and/or counselling for smoking cessation
- Service has a workplace tobacco management policy

Cost

No cost

Staff Available

- Counsellor

Help for Families and Carers

- Information and education offered to families and carers
- Contact with family and carers while on program dependent on client consent
- Counselling for family and carers available

Alexander Maconochie Centre

- Assessments: Face to face and phone assessments available
- Referrals are accepted for people in the AMC

Other Information

- Provide support letters for people to access Housing ACT
- Preparation of report for Care and Protection
- Preparation of reports for Courts
- Preparation of reports for Corrective Services
- Restoration planning for families with children involved in the Child Protection system
- Undertake formal safety planning for women experiencing domestic and family violence
Last Updated on April 2019
Sobering Up Shelter (CatholicCare Canberra & Goulburn)

Provides overnight support, care and monitoring for people over the age of 18 who are intoxicated from alcohol and other drugs.

**Telephone:** (02) 6163 3711 (program operating hours) or (02) 6163 7600 (office hours)
**Fax:** (02) 6163 7676
**Mailing Address:** PO Box 3167, Manuka ACT 2603
**Email address:** soberingupshelter@catholiccare.cg.org.au
**Location:** Ground Floor M Block, Ainslie Village, Quick St, Campbell ACT 2602
**Parent organisation:** CatholicCare Canberra & Goulburn

**Access Information**

**Maximum waiting time for service:**
- Not applicable

**Target Group:**
- Individual under the influence of alcohol and/or other drugs
- Adults
- Men and women
- Accept both ACT and interstate residents

**Documentation required:**
- No documentation required

**When and how to access:**

*Operating hours:* Program operating hours are 11pm - 11am (Thursday, Friday and Saturday) with the last admission at 6am, office hours are 9am - 5pm (Monday - Friday). Open for special events such as Australia Day and ANZAC Day.
*Ways to access:* Drop in, no appointment required
*Disability access:* Accessible toilets, doorways and parking
*Referrals accepted from:* Self, friend/family, another service, Police, Ambulance
*Transport assistance available:* Bus tickets and taxi vouchers can be provided to assist with transport from the facility.
*Other access information:* Service specifically designed to support people who are intoxicated. No medication can be consumed whilst at the facility.
Assessment

- Assessment required
- No appointment required
- Face to face
- Takes less than 30 minutes
- If the service is right for the individual, they can be admitted or go through intake straight away

Specialist ATOD Assessment Include:

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic physical health & medical history
- Criminal and legal history
- Risk assessment
- Suicide risk assessment

Drug Testing

- Drug testing is conducted as part of treatment; the tests are conducted in-house/on-site by program staff
- Types of testing used include breath alcohol concentration by Alcohol Breathalyzer

Admission Requirements for Residential Services Only

- Mobile phone stored during stay
- Frisk search and emptying of pockets required
- Possessions stored during stay
- Change of clothes provided on arrival
- Confiscation and disposal of alcohol
- Confiscation and disposal of drugs
- Confiscation and disposal of tobacco
- Time & days available for admission: 11PM Thursday, Friday and Saturday night with last admissions at 6am.

Programs

Program type: Sobering Up Shelter

Model: Brief intervention and motivational interviewing
**Duration and intensity:** Individuals remain at the service until they are no longer at risk from their level of intoxication and can care for themselves adequately. Follow up support via telephone can be offered post admission.

**Not able to consume alcohol or other drugs while in program:** No alcohol or other drugs to be consumed while in program.

**Philosophical approach:** Harm reduction to decrease the acute harms associated with intoxication.

**Specialist focus interventions on drugs of concern:** Intoxication from alcohol and other drugs.

**Additional program description:** The program provides confidential overnight support, care, close observation and monitoring for people who are intoxicated. The program is an alternative to police custody for the care and protection of intoxicated persons. Tailored information and referral are provided, and staff may assist with transfer of care to a responsible person where appropriate. Follow up phone support using brief intervention and motivational interviewing is also offered.

**Aftercare and Exit of Service**

- After care support available
- Phone support
- Active referrals and support to access other services

**Harm Reduction**

- Harm reduction drug education and strategies (i.e safer injecting information)

**Mental Health**

- Screen for mental health
- Suicide risk assessment
- Staff have mental health training
- Partnerships with mental health services (i.e. Provides linkages to a range of other CatholicCare and external mental health programs)

**Aboriginal and/or Torres Strait Islander**
• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training

Culturally and Linguistically Diverse (CALD)

• Access to interpreter services
• Tools and resources in different languages
• Staff undertake cultural awareness training

Tobacco Management

• Smokefree
• Screen for tobacco use
• Provide tobacco brief interventions
• Service has a workplace tobacco management policy

Cost

No cost

Staff Available

• AOD Worker (Non-clinical)

Help for Families and Carers

• Information and education offered to families and carers

Other Information

An admission statement is required in the case of ACT Policing or ACT Ambulance referrals. Persons must be conscious to be eligible for admission. Eligibility is based on the need for care, protection and monitoring due to risk from intoxication. Bed allocation is subject to availability, level of risk and adherence to ACT Intoxicated Persons Care and Protection Act (1994) regarding rules of stay and voluntary admission. No medication can be dispensed on the premises, with the exception of ambulance attendance.
Last Updated on April 2019
Directions Health Services

Althea Wellness Centre

Arcadia House

Needle and Syringe Program (NSP): Pharmacy

Needle and Syringe Program (NSP): Primary

Needle and Syringe Program (NSP): Secondary

Needle and Syringe Program (NSP): Syringe Vending Machines

Support and Self Help Groups

Treatment and Support Service
Althea Wellness Centre (Directions Health Services)

Provides primary health care for people impacted by alcohol, tobacco and other drug issues.

**Telephone:** (02) 6132 4800  
**Fax:** (02) 6132 4801  
**Mailing Address:** PO Box 538, Woden ACT 2606  
**Email address:** reception@directionshealth.com  
**Website:** [https://www.directionshealth.com/althea-wellness-centre/](https://www.directionshealth.com/althea-wellness-centre/)  
**Location:** Level 6, Cosmopolitan Centre, Woden Square, Bowes St, Woden ACT 2606  
**Social media:** twitter.com/directionsaod and facebook.com/directionsaod

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**Access Information**

**Maximum waiting time for service:**

- Within two weeks

**Pre-Treatment support:**

- Active referrals to other services  
- Walk in and brief intervention support through Directions Health [Treatment Support Service Program](https://www.directionshealth.com/althea-wellness-centre/)

**Target Group:**

- Adults  
- Men, women and couples (including same sex couples) and with accompanying children  
- Accepts both ACT and interstate residents, however ACT residents get priority  
- People under 18 may be able to access some supports

**Documentation required:**

No documentation required, however the following should be brought if available:

- Medicare Card
- Concession Card
- Prescription
- Other relevant health records if available

**When and how to access:**

*Operating hours:* Program operating hours are 9am - 5pm (Monday -Wednesday) for GP, practice nurse and psychologist appointments; office operating hours are 9am - 5pm (Monday - Friday).  
*Ways to access:* By appointment only (for GP and Psychologist), drop-in (no
appointment required to access Nurse), Althea offers primary health outreach to a number of locations including Civic Needle and Syringe Program, Ainslie Village and others.

*Disability access:* Accessible toilets, lifts, doorways and parking, access to interpreter services (sign language)

*Referrals accepted from:* Self, friend/family (with service consumer permission), another service, GP, Courts, Police, but no referrals are required

*Transport:* Bus tickets available

**Assessment**

- Assessments attended to at first face to face visit with Practice Nurse prior to GP appointment
- Takes less than 1 hour

**Specialist ATOD assessment includes:**

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Physical health & medical history
- Social and family history
- Domestic and family violence screening
- Criminal and legal history
- Risk assessment
- All new Althea clients complete a comprehensive health assessment with a practice nurse prior to seeing a GP

**Treatment Plans**

- An individual treatment plan will be developed

**Drug Testing**

- Drug testing is conducted as part of opioid substitution treatment; the tests are conducted by pathology laboratories
- Types of testing used include urine drug screening, breath alcohol concentration by Alcohol Breathalyzer

**Programs**

**Program type:** Medical and multi-disciplinary health service

**Model:** Holistic general medicine

**Duration and intensity:** As required

**Philosophical approach:** Harm Minimisation
Additional program description: Provides multidisciplinary and person centred primary care for individuals and their families who experience issues with ATOD. Access to nursing, medical and psychological services are available. Referral to the Dental Program is also offered.

Viral Hepatitis and Sexual Health Support

- Provides on-site integrated screening and treatment for viral hepatitis
- Supports people with advanced liver disease to access ongoing liver monitoring support through external organisations
- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
- Provides on site hepatitis A & B vaccines
- Provides on-site screening and treatment for STI
- Referrals to access screening & treatment for sexually transmitted infections with external providers
- Provides safe sex information
- Provides condoms
- Provides on site Human Papillomavirus Vaccines (HPV).
- Partnerships with hepatitis and sexual health organisations

Aftercare and Exit of Service

- Relapse prevention strategies
- Links with community self help groups (eg 12 step)
- Active referrals and support to access other services
- Integration with Directions Health Treatment Support Service Program, Arcadia House and other Services

Harm Reduction

- Harm reduction drug and education and strategies (i.e safer injecting information)

Naloxone:

- Opioid overdose prevention and education sessions
- Provides access to Naloxone script through a GP appointment
- Subsidised access to naloxone available on a case by case basis

Mental Health

- Screen for mental health
- Assessments include a mental health component
- Suicide risk assessment
- Staff have mental health training
- Partnerships with mental health services (i.e. Maintaining joint management, consultation and liaison advice)
- Mental Health Specialty staff (i.e. Psychologist)
Aboriginal and/or Torres Strait Islander

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training

Culturally and Linguistically Diverse (CALD)

- Access to interpreter services over the phone and through written materials (i.e. Translating and Interpreting Service - TIS)
- Staff undertake cultural awareness training
- Tools and resources in different languages
- Partnerships with CALD services

Tobacco Management

- Completely smokefree
- Provides tobacco screening
- Tobacco management support and counselling
- Nicotine replacement therapy and pharmacotherapy provided (i.e. Through access to a GP)
- Service has a tobacco management policy

Cost

No cost, services are bulk billed through Medicare

Staff Available

- Nurse
- Psychologist
- General Practitioner x 4 (part time)

Help for Families & Carers

- Families and carers of people experiencing ATOD issues are also able to access support through other Directions programs, including counselling and Compass Support group

Other Information

- Provides support letters for people to access Housing ACT
- Preparation of reports for Care and Protection
- Preparation of reports for Courts

Last Updated on April 2019
Arcadia House (Directions Health Services)

Provides withdrawal, residential and day treatments for clients who wish to cease their use of alcohol, tobacco and other drugs, including: 7 - 14 day non-medicated withdrawal support for people experiencing withdrawal from ATOD; 12 week day program; and 12 week combined residential rehabilitation and day program.

**Telephone:** (02) 6129 5900  
**Fax:** (02) 6251 2070  
**Mailing Address:** PO Box 538, Woden ACT 2606  
**Email address:** arcadia@directionshealth.com  
**Website:** https://www.directionshealth.com/arcadia-house/  
**Location:** Villa A, Brian Hennessey House, Mary Potter Cct, Bruce ACT 2617 (Calvary Hospital campus)  
**Parent organisation:** Directions Health Services

### Access Information

**Maximum waiting time for service:**

- Withdrawal: Up to one month  
- Residential transition program: Up to three months  
- Day Program: From 1 - 12 weeks  
- Waiting periods can vary, some circumstances allow for priority access to the program (call for eligibility)

**Pre-Treatment support:**

- Support available on the waiting list  
- Assessment  
- Counselling  
- Phone support  
- Information and advice  
- Case management  
- Active referrals and support to access other services

**Target Group:**

- Adults  
- Men and women  
- Accepts both ACT and interstate residents

**Documentation required:**

- Identification  
- Medicare Card  
- Concession Card  
- Criminal history  
- Court reports  
- Medical records
• Prescriptions
• Mental health report if requested

When and how to access:

Operating Hours: Program operating hours are 24 hours a day (7 days a week), office operating hours are 9am - 5pm (Monday - Friday)
Ways to access: By appointment only
Referrals accepted from: Self, friend/family, another service, GP, Courts, Corrective Services, Police, but no referral required
Other access information:

For residential program there is a requirement to complete a withdrawal program. The service provides non-medicated withdrawal support. If participants require a medically supervised or assisted withdrawal program, this must be completed prior to admission.

All court matters must be adjourned unless discussed and approved prior to admission.

ACT clients on opioid maintenance therapies can access both residential and day programs.

Some medication exclusions may apply (e.g. benzodiazepines).

Assessment

• Assessment required
• Appointment required
• Over the phone
• Face to face
• Takes less than 1 hour

Specialist ATOD assessment includes:

• Comprehensive alcohol, tobacco and other drug assessment
• Comprehensive mental health history
• Basic Physical health & medical history
• Social and family history
• Domestic and family violence screening
• Criminal and legal history
• Risk assessment
• Suicide risk assessment

Treatment Plan

• An individualised treatment plan will be developed

Drug Testing
Drug testing is conducted as part of treatment; the tests are conducted in-house/on-site by program staff.
Types of testing used include urine drug screening, breath alcohol concentration by Alcohol Breathalyzer and smoking status by Smokerlyser.

**Admission Requirements for Residential Services Only**

- Mobile phone stored during stay
- Frisk search and emptying of pockets required
- Searching of possessions
- Possessions stored during stay
- Confiscation and disposal of tobacco, alcohol and other drugs
- Other (i.e. Webster packed prescription medication and repeat scripts, own instant coffee)

**Programs**

**Program type:** Residential non-medicated withdrawal, residential rehabilitation and non-residential day program

**Model:** Therapeutic community principles. Therapeutic frameworks include motivational interviewing, Cognitive Behavioural Therapy, Acceptance and Commitment Therapy, Solution Focussed Brief Therapy and Mindfulness.

**Duration and intensity:** Up to 12 weeks

**Not able to consume alcohol or other drugs while in program:** No alcohol or other drugs to be consumed during program

**Philosophical approach:** Therapeutic community principles, harm minimisation

**Additional program description:**

Residential withdrawal and therapeutic program: Provides 7-14 day non-medicated residential support for people experiencing withdrawal from ATOD and a 12-week transition program (incorporating 8-week residential program followed by 4-week day program). For clients living outside ACT, the program can be completed as 12 weeks residential. This includes case management, living skills, therapeutic and educational groups and healthy lifestyle activities.

An individual treatment plan will be developed in collaboration with the allocated case manager and referral to other Directions programs is available (including group counselling and the Althea Wellness Centre).

**Day Program:** Provides a 12-week non-residential Day Program that operates alongside the residential program between 9am and 4pm, Monday - Friday.

**Additional supports available:**

- Community and Work Orders
• Vocational education (i.e. including food handling)
• Recreation and sport
• Brokerage
• Living skills
• Aftercare

Viral Hepatitis and Sexual Health Support

• Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with Althea Wellness Centre
• Supports people with advanced liver disease to access ongoing liver monitoring support through external organisations
• Referrals to access screening & treatment for sexually transmitted infections with external providers
• Provides safe sex information
• Partnerships with Hepatitis & sexual health organisations

Aftercare and Exit of Service

• Documented exit plan
• Aftercare support is available
• Relapse prevention
• Links with community self help groups (e.g. 12 step program)
• Active referrals and support to access other services
• Arcadia House Continuum of Care Officer provides aftercare support and referral for all clients exiting Arcadia

Harm Reduction

• Harm reduction drug and education and strategies (i.e safer injecting information)
• Provides safe sex information

Naloxone:

• Opioid overdose prevention and education sessions
• Program provides access to Naloxone script through Althea Wellness Centre

Mental Health

• Screen for mental health
• Assessments include a mental health component
• Suicide risk assessment
• Staff have mental health training
• Partnerships with mental health services
• Mental health services in-reach

Aboriginal and/or Torres Strait Islander
• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training

Culturally and Linguistically Diverse (CALD)

• Access to interpreter services
• Culturally and linguistically diverse staff
• Staff undertake cultural awareness training
• Partnerships with CALD services

Tobacco Management

• Smokefree
• Tobacco management support and counselling
• Nicotine replacement therapy provided including multiple types of NRT
• Nicotine pharmacotherapy (GP appointment through Althea Wellness Centre)
• Service has a tobacco management policy
• Service participating the in the We Can Program-Communities Accessing all-types of NRT

Cost

Admission- Board and lodging for first weeks stay on admission

Rent & Fees: Rent of $220 per week (Residential only), $50 per week (Day Program)

Others: Support can be provided to access Centrelink and seek an exemption from requirement to be looking for work with Centrelink while engaged in program

Staff Available

• Manager
• AOD Worker (Clinical and Non-clinical)
• Other (i.e. Case manager)
• Nurse (Althea practice Nurse conducts outreach health screening)

Help for Families & Carers

• Families and carers of people experiencing ATOD issues are able to access support through other Directions Health Services programs

Alexander Maconochie Centre

• Assessments
• Referrals for services are accepted from Community Based Corrections as part of a parole conditions

Other Information
• Provides support letters for people to access Housing ACT
• Preparation of reports for Care and Protection
• Preparation of reports for Courts
• Preparation of reports for Corrective Services
• Restoration planning for families with children involved with Child Protection systems

Last Updated on April 2019
Needle and Syringe Program - NSP: Pharmacy (Directions Health Services)

Pharmacy Needle and Syringe Programs (NSPs) are community retail pharmacies that distribute a range of injecting equipment. Pharmacy NSPs may supply injecting equipment and disposal containers for sale or free of charge.

Phone: (02) 6132 4800  
Fax: (02) 6132 4801  
Email address: nsp@directionshealth.com  
Website: https://www.directionshealth.com/needle-syringe-program/  
Social media: twitter.com/directionsaod and facebook.com/directionsaod  
Location: Various. See below.  
Parent organisation: Directions Health Services

Access Information

A range of pharmacies participate in the ACT Needle Syringe Program. Please contact the individual pharmacy for opening hours and further advice as information provided is subject to change. 34 Pharmacies are currently part of the Pharmacy Needle and Syringe Program.

Ainslie Pharmacy  
7 Edgar St, Ainslie ACT 2602  
Ph: (02) 6248 7708

Calwell Pharmacy  
14 Webber Cres, Calwell ACT 2605  
Ph: (02) 6292 8200

Campbell Pharmacy  
32 Blamey Pl, Campbell ACT 2612  
Ph: (02) 6248 0783

Charnwood Capital Chemist  
Lotsky St, Charnwood ACT 2615  
Ph: (02) 6258 4949

Chemist on Northbourne  
53 Northbourne Ave, Canberra City ACT 2601  
Ph: (02) 6162 1133

Chisholm Capital Chemist  
Benham St, Chisholm ACT 2905  
Ph: (02) 6292 2427
City Market Chemmart Chemist  
Canberra Centre, Bunda St, Canberra City ACT 2600  
Ph: (02) 6249 8074

Cooleman Court Pharmacy  
Shop 5015 Cooleman Court  
Brierly Street Weston ACT 2611  
Ph: (02) 6288 1867

Curtin Capital Chemist  
45 Curtin Pl, Curtin ACT 2605  
Ph: (02) 6281 1058

Deakin Pharmacy  
2 Duff Pl, Deakin ACT 2600  
Ph: (02) 6281 3420

Develins Pharmacy  
Garema Place, Canberra City ACT 2600  
Ph: (02) 6248 8989

Dickson Capital Chemist  
2/6 Dickson Place, Dickson ACT 2600  
Ph: (02) 6248 7684

Fyshwick Pharmacy  
10 Paragon Mall, Fyshwick ACT 2609  
Ph: (02) 6280 4074

Garran Terry White Chemmart  (in The Canberra Hospital main foyer)  
5 Yamba Drive, Garran ACT 2605  
Ph: (02) 62814 831

Hawker Pharmacy  
72-74 Hawker Place, Hawker ACT 2615  
Ph: (02) 6254 4421

Higgins Pharmacy  
Shop 3, Higgins Pl, Higgins ACT 2615  
Ph: (02) 6254 0484

Holder Pharmacy  
Blackwood Tce, Holder ACT 2611  
Ph: (02) 6288 4888

Hughes Capital Chemist  
22 Hughes Pl, Hughes ACT 2605  
Ph: (02) 6281 2581
Isabella Capital Chemist
131 Ellerston Ave, Isabella Plains ACT 2905
Ph: (02) 6292 1111

Kambah Capital Chemist
Kambah Village, Corner of Marconi Cres & Primmer Ct Kambah ACT 2906
Ph: (02) 6231 7014

Kippax Pharmacy
Shop 8, Kippax Centre, Hardwick Cres, Holt ACT 2615
Ph: (02) 6254 8550

Lanyon Australian Pharmacy
Shop 17, Lanyon Market Pl, Box Hill Dr, Lanyon ACT 2906
Ph: (02) 6284 8555

Lyneham Capital Chemist
Wattle St, Lyneham ACT 2602
Ph: (02) 6247 7004

Narrabundah Pharmacy
18 Iluka St, Narrabundah ACT 2604
Ph: (02) 6295 8274

Ngunnawal Pharmacy
Shop 5, Wanganeen Ave, Ngunnawal ACT 2913
Ph: (02) 6242 4331

O’Connor Capital Chemist
Sargood St, O’Connor, ACT 2602
Ph: (02) 6248 7050

Priceline Manuka
Shop 8, Manuka Arcade, Franklin St, Manuka ACT 2603
Ph: (02) 6295 0059

Redhill Pharmacy
Shop 4, Duyfken Pl, Redhill ACT 2603
Ph: (02) 6295 8046

Southlands Capital Chemist
Southland Shopping Centre, Mawson Pl, Mawson ACT 2607
Ph: (02) 6286 3644

University of Canberra Capital Chemist
Ochre Health Medical Centre, Building 28
Corner of Allawoona Street and Ginninderra Drive, Bruce ACT 2617
Ph: (02) 6251 3044
Other Information

Needle and Syringe - Collection and Disposal

Collection

If you find a needle or syringe (also called a sharp) in a public place or on your private property, do NOT attempt to move it yourself. Do not touch it and, if possible, stand guard, or mark the area with a hazard sign, particularly if there are children around. Immediately call Access Canberra Contact Centre on 13 22 81 (pressing #1) to provide accurate information on the location of the item. A City Ranger from ACT Government Territory and Municipal Services will come and pick it up as soon as possible.

Disposal

Transport Canberra and City Services provide sharps disposal containers in all public toilets in urban open space. Sharps containers containing used syringes can be dropped off at the following locations:

Via primary Needle and Syringe Programs

City Health Centre outside the ground floor entrance, to the right of the main door - Corner of Alinga and Moore Streets, Canberra City. Phone: (02) 6143 5800

Phillip Health Centre at the back of the building, opposite Lovett (formerly MLC) Tower - Corner of Keltie and Corinna Streets, Woden. Phone: (02) 6132 4900

Via Emergency Disposal (domestic only) through recycling and waste facilities

- City Health Centre- Cnr Alinga and Moore Streets, Canberra City
• **Phillip Health Centre** - Cnr Keltie and Corinna Streets, Woden
• **Mitchell recycling drop-off centre** - Baillieu Court, Mitchell
• **Belconnen recycling drop-off centre** - Jolly Street, Belconnen
• **Phillip recycling drop-off centre** - Botany Court, Phillip
• **Mugga Lane Resource Management Centre** - Mugga Lane, Symonston
• **Mitchell Resource Management Centre** - Flemington Road, Mitchell

Click [here](#) for further information relating to the collection and disposal of needle and syringes in the ACT.

Source: Access Canberra, 2017, *Needle and syringe collection and disposal, ACT Government*

Last Update April 2019
Needle and Syringe Program - NSP: Primary (Directions Health Services)

Provides an extended range of sterile injecting equipment and other services to people who inject drugs including information and education, crisis support, brief interventions and referrals to health and social services.

**Telephone:** Civic (02) 6143 5800; Phillip (02) 6132 4900  
**Fax:** (02) 6249 1036  
**Mailing Address:** PO Box 538, Woden ACT 2606  
**Email address:** nsp@directionshealth.com  
**Website:** [https://www.directionshealth.com/needle-syringe-program/](https://www.directionshealth.com/needle-syringe-program/)  
**Social media:** twitter.com/directionsaod and facebook.com/directionsaod  
**Location:**  
City: City Health Centre, Cnr Moore and Ainga, Canberra City ACT 2600  
Phillip: Phillip Health Centre, Corinna St, Woden ACT 2606  
**Parent organisation:** Directions Health Services

**Access Information**

**Maximum waiting time for service:**

- No waiting time

**Target Group:**

- Men, women and couples (including same sex couples)  
- Accepts both ACT and interstate residents  
- This program is accessible to people under 18 years of age

**When and how to access:**

**Operating Hours:** Program operating hours are 9am - 5pm (Monday - Friday)*, office hours are 9am - 5pm (Monday - Friday). *Please note that program hours may differ over public holidays  
**Ways to access:** Drop in, no appointment required  
**Disability access:** Accessible doorways  
**Referrals accepted from:** No referral required  
**Other access information:** Service consumers can access when intoxicated  
**Transport:** Transport assistance via bus tickets available

**Assessment**
No assessment required

Programs

**Program type:** Needle and Syringe Program

**Model:** Primary Needle and Syringe Program

**Philosophical approach:** Harm Reduction

**Specialist focus interventions on drugs of concern:** Injectable drugs

**Additional program description:**

Provides an extended range of sterile injecting equipment (see table below) and other services to people who inject drugs including information and education, crisis support, brief interventions and referrals to health and social services. A crisis support worker is available 9am – 5pm, Monday to Friday at the Civic NSP outlet to provide support regarding housing, legal, treatment and other issues. NSP training for health workers and harm reduction advice is also available. Staff from the Canberra Alliance for Harm Minimisation and Advocacy are available periodically at the Civic NSP to provide support, information and advocacy.

<table>
<thead>
<tr>
<th>Needle and Syringes</th>
<th>Barrels</th>
<th>Tips</th>
<th>Butterfly</th>
<th>Filters</th>
<th>Packs</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>29G, 1ml</td>
<td>3ml</td>
<td>27G</td>
<td>25G</td>
<td>Blue 0.20</td>
<td>4 packs</td>
<td>Alcohol wipes</td>
</tr>
<tr>
<td>27G, 1ml</td>
<td>5ml</td>
<td>25G, 1” &amp; 5/8</td>
<td>23G</td>
<td>Red 1.20</td>
<td>8 packs</td>
<td>Waters</td>
</tr>
<tr>
<td>Terumo 27G, 1ml</td>
<td>5ml LL</td>
<td>23G</td>
<td>Brown 5.00</td>
<td></td>
<td></td>
<td>Loose spoons</td>
</tr>
<tr>
<td>NIPRO 1ml</td>
<td>10ml</td>
<td>21G</td>
<td>Green 0.80</td>
<td></td>
<td></td>
<td>Tourniquets</td>
</tr>
<tr>
<td></td>
<td>10ml LL</td>
<td>19G</td>
<td></td>
<td></td>
<td></td>
<td>Cotton wool Frozen meals</td>
</tr>
<tr>
<td></td>
<td>20ml</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Sandwiches</td>
</tr>
<tr>
<td></td>
<td>20ml LL</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Viral Hepatitis and Sexual Health Support**

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
• Referrals to access screening & treatment for sexually transmitted infections with external providers
• Provides safe sex information
• Provides condoms

Aftercare and exit of service

• Active referrals and support to access other services

Harm Reduction

• Harm reduction drug education and strategies
• Provision of sterile injecting equipment

Naloxone:

• Opioid overdose prevention and education sessions; one on one

Mental Health

• Relationships with Mental Health ACT (i.e. Consultation and liaison advice)
• Staff have mental health training

Aboriginal and/or Torres Strait Islander

• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training

Culturally and Linguistically Diverse (CALD)

• Staff undertake cultural awareness training

Tobacco Management

• Smokefree
• Service has a tobacco management policy
Cost
Free; however, daily equipment limits apply

Staff available
- AOD Worker (Non-clinical)
- Counsellor

Other Information

Needle and Syringe - Collection and Disposal

Collection
If you find a needle or syringe (also called a sharp) in a public place or on your private property, do NOT attempt to move it yourself. Do not touch it and, if possible, stand guard, or mark the area with a hazard sign, particularly if there are children around. Immediately call Access Canberra Contact Centre on 13 22 81 (pressing #1) to provide accurate information on the location of the item. A City Ranger from ACT Government Territory and Municipal Services will come and pick it up as soon as possible.

Disposal
Transport Canberra and City Services provide sharps disposal containers in all public toilets in urban open space. Sharps containers containing used syringes can be dropped off at the following locations:

Via primary Needle and Syringe Programs
- City Health Centre outside the ground floor entrance, to the right of the main door - Corner of Alinga and Moore Streets, Canberra City. Phone: (02) 6143 5800
- Phillip Health Centre at the back of the building, opposite Lovett (formerly MLC) Tower - Corner of Keltie and Corinna Streets, Woden. Phone: (02) 6132 4900

Via Emergency Disposal (domestic only) through recycling and waste facilities
- City Health Centre- Cnr Alinga and Moore Streets, Canberra City
- Phillip Health Centre- Cnr Keltie and Corinna Streets, Woden
- Mitchell recycling drop-off centre - Baillieu Court, Mitchell
- Belconnen recycling drop-off centre - Jolly Street, Belconnen
- Phillip recycling drop-off centre - Botany Court, Phillip
- Mugga Lane Resource Management Centre - Mugga Lane, Symonston
- Mitchell Resource Management Centre - Flemington Road, Mitchell

Click [here](#) for further information relating to the collection and disposal of needle and syringes in the ACT.

Source: Access Canberra, 2017, *Needle and syringe collection and disposal, ACT Government*

Last Update on April 2019
**Needle and Syringe Program - NSP: Secondary (Directions Health Services)**

Secondary NSPs operate within an existing health or community service and typically distribute 4 & 8 packs (sterile needle, syringes, water, spoons, cotton wool and disposal containers), condoms and a variety of different sized sharps disposal containers. They do not provide the additional specialised equipment available through primary NSPs.

**Phone:** (02) 6132 4800  
**Fax:** (02) 6132 4801  
**Email address:** nsp@directionshealth.com  
**Website:** www.directionshealth.com  
**Social media:** twitter.com/directionsaod and facebook.com/directionsaod  
**Location:** Various  
**Parent organisation:** Directions Health Services

**Access Information**

List of the services providing Secondary NSP, location and operating hours

**AIDS Action Council ACT** (9am - 5pm, Monday - Friday)  
Havelock House, 85 Northbourne Avenue, Turner ACT 2612  
Ph: (02) 6257 2855

**Alcohol and Drug Services, Health Directorate** (9am- 5pm, Monday - Friday)  
Level 1, 1 Moore S, Canberra City ACT 2600  
Ph: (02) 6207 9977

**Belconnen Health Centre** (8:30am - 5pm, Monday - Friday)  
76 Lathlain St, Belconnen ACT 2617  
Ph: (02) 6284 6222

**Hepatitis ACT** (9am - 5pm, Monday - Friday)  
36 David St, Turner ACT 2612  
Ph: (02) 6230 6344

**Phillip Health Centre** (8:30am - 5pm, Monday - Friday)  
Cnr Corrina & Keltie St, Woden ACT 2606  
Ph: (02) 6208 9977

**Tuggeranong Health Centre** (8:30am - 5pm, Monday - Friday)  
Cnr Anketall & Pittman St, Tuggeranong ACT 2900  
Ph: (02) 6207 9977
Gungahlin Health Centre (8:30am - 5pm, Monday - Friday)
43 Hibberson St, Gungahlin ACT 2912
Ph: (02) 6255 0888

Winnunga Nimmityjah Aboriginal Health Centre (9am - 5pm, Monday - Friday)
63 Boolimba Cr, Narrabundah ACT 2604
Ph: (02) 6284 6222

Other Information

Needle and Syringe - Collection and Disposal

Collection

If you find a needle or syringe (also called a sharp) in a public place or on your private property, do NOT attempt to move it yourself. Do not touch it and, if possible, stand guard, or mark the area with a hazard sign, particularly if there are children around. Immediately call Access Canberra Contact Centre on 13 22 81 (press #1) to provide accurate information on the location of the item. A City Ranger from ACT Government Territory and Municipal Services will come and pick it up as soon as possible.

Disposal

Transport Canberra and City Services provide sharps disposal containers in all public toilets in urban open space. Sharps containers containing used syringes can be dropped off at the following locations:

Via primary Needle and Syringe Programs

City Health Centre outside the ground floor entrance, to the right of the main door - Corner of Alinga and Moore Streets, Canberra City. Phone: (02) 6143 5800

Phillip Health Centre at the back of the building, opposite Lovett (formerly MLC) Tower - Corner of Keltie and Corinna Streets, Woden. Phone: (02) 6132 4900

Via Emergency Disposal (domestic only) through recycling and waste facilities

- City Health Centre- Cnr Alinga and Moore Streets, Canberra City
- Phillip Health Centre- Cnr Keltie and Corinna Streets, Woden
- Mitchell recycling drop-off centre - Baillieu Court, Mitchell
- Belconnen recycling drop-off centre - Jolly Street, Belconnen
- Phillip recycling drop-off centre - Botany Court, Phillip
- Mugga Lane Resource Management Centre - Mugga Lane, Symonston
- Mitchell Resource Management Centre - Flemington Road, Mitchell
Click [here](#) for further information relating to the collection and disposal of needle and syringes in the ACT.


Last Update April 2019
Needle and Syringe Program - NSP: Syringe Vending Machines
(Directions Health Services)

Syringe Vending Machines (SVMs) are self-contained units that dispense injecting equipment mostly for a small fee. In the ACT, SVMs contain 4 packs only (sterile needles, syringes, swabs, water, spoons and cotton wool within a safe disposal container), at a cost of $2 per pack. SVMs operate after NSP service hours or provide 24-hour access to injecting equipment.

Email address: nsp@directionshealth.com
Website: www.directionshealth.com
Parent organisation: Directions Health Services

Access Information

List of services providing Syringe Vending Machines and their location

Belconnen Health Centre
Swanson St & Belconnen Way, Belconnen ACT 2617
Ph: (02) 6207 9977

Civic Health Centre
1 Moore St, Canberra City ACT 2600
Ph: (02) 6207 9977

Phillip Health Centre
Cnr Corrina & Keltie St, Woden ACT 2606
Ph: (02) 6207 9977

Gungahlin Health Centre
43 Hibberson St, Gungahlin ACT 2912
Ph: (02) 6255 0888

Tuggeranong Health Centre
Anketel St, Tuggeranong ACT 2900
Ph: (02) 6207 9977

Winnunga Nimmityjah Aboriginal Health Service
63 Boolimba Cres, Narrabundah ACT 2604
Ph: (02) 6284 6222

Please note Syringe Vending Machines may be out of order from time to time. Directions will do its utmost to ensure vending machines are repaired as quickly as possible. For any additional information on this service please call (02) 6132 4900.
Other Information

Needle and Syringe - Collection and Disposal

Collection

If you find a needle or syringe (also called a sharp) in a public place or on your private property, do NOT attempt to move it yourself. Do not touch it and, if possible, stand guard, or mark the area with a hazard sign, particularly if there are children around. Immediately call Access Canberra Contact Centre on 13 22 81 (pressing #1) to provide accurate information on the location of the item. A City Ranger from ACT Government Territory and Municipal Services will come and pick it up as soon as possible.

Disposal

Transport Canberra and City Services provide sharps disposal containers in all public toilets in urban open space. Sharps containers containing used syringes can be dropped off at the following locations:

Via primary Needle and Syringe Programs

City Health Centre outside the ground floor entrance, to the right of the main door - Corner of Alinga and Moore Streets, Canberra City. Phone: (02) 6143 5800

Phillip Health Centre at the back of the building, opposite Lovett (formerly MLC) Tower - Corner of Keltie and Corinna Streets, Woden. Phone: (02) 6132 4900

Via Emergency Disposal (domestic only) through recycling and waste facilities

- City Health Centre- Cnr Alinga and Moore Streets, Canberra City
- Phillip Health Centre- Cnr Keltie and Corinna Streets, Woden
- Mitchell recycling drop-off centre - Baillieu Court, Mitchell
- Belconnen recycling drop-off centre - Jolly Street, Belconnen
- Phillip recycling drop-off centre - Botany Court, Phillip
- Mugga Lane Resource Management Centre - Mugga Lane, Symonston
- Mitchell Resource Management Centre - Flemington Road, Mitchell

Click here for further information relating to the collection and disposal of needle and syringes in the ACT.

Source: Access Canberra, 2017, Needle and syringe collection and disposal, ACT Government

Last Update April 2019
**Support and Self Help Groups (Directions Health Services)**

Provides a range of support and self help groups for people experiencing ATOD issues, their families and friends.

**Telephone:** (02) 6132 4800  
**Fax:** (02) 6132 4801  
**Mailing Address:** PO Box 538, Woden ACT 2606  
**Email address:** reception@directionshealth.com  
**Website:** [https://www.directionshealth.com/support-self-help-groups/](https://www.directionshealth.com/support-self-help-groups/)  
**Location:** Level 6, Cosmopolitan Centre, Woden Square, Bowes St, Woden ACT 2606

**Access Information**

**Maximum waiting time for service:**
- No waiting period

**Target Group:**
- Adults
- Men and women
- Accepts both ACT and interstate residents
- Some people under 18 may be able to access some support

**Documentation required:**
- No documentation required

**When and how to access:**

*Operating hours:* Program and office hours are business hours 9am - 5pm (Monday - Friday). Some groups operate during evenings.  
*Ways to access:* Drop-in, no appointment required  
*Disability access:* Accessible lifts, toilets, doorways and parking  
*Referrals accepted from:* No referrals are required  
*Other access requirements:* Check [website](https://www.directionshealth.com/support-self-help-groups/) for updated information on groups

**Assessment**

- Some groups require an assessment
Treatment Plans:

- No treatment plan required

Programs

Program type: Support groups

Models: Cognitive Behavioural Therapy, 12 Step, education and information, support

Duration and intensity: Weekly and fortnightly, usually 90 minute groups

Not able to consume alcohol or other drugs while in program: No alcohol or other drugs to be consumed on premises

Additional program description: Provides a range of support and self help groups for people experiencing ATOD issues, their families and friends. Access the website for current information and timetable.

Smart Recovery®: A facilitated self help group which focuses on Cognitive Behavioural Therapy. The four main principles are: motivation to abstain, coping with urges, lifestyle balance and problem solving. Attendees are encouraged to share what strategies they put in place and what works and doesn’t work for them.

Compass Family Support: A facilitated group that provides the opportunity to speak about ATOD issues affecting a loved one. The group encompasses self care strategies, setting boundaries when supporting someone and peer support.

ADAPT: Pre-Contemplative Group: A three session program aimed at providing education around the impact of AOD use and strategies to change. Topics include: harm minimisation, types of drugs, effects of drugs and impacts of drugs.

External Groups operated at Directions:

AL-ANON
Alcoholics Anonymous (AA)
Narcotics Anonymous (NA)

Harm Reduction

- Harm reduction and drug education strategies
- Opioid overdose prevention and education
Mental Health

- Relationships with Mental Health ACT
- Staff have mental health training

Aboriginal and/or Torres Strait Islander

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training

Tobacco Management

- Smokefree
- Provide tobacco brief interventions
- Provide repeated or ongoing support and/or counselling for smoking cessation
- Service has a workplace tobacco management policy

Cost

No cost

Staff available

- ATOD Worker (Clinical and Non-clinical)

Help for Families and Carers

- Information and education offered to families and carers
- Family support groups (i.e. Compass)

Alexander Maconochie Centre

- Groups (i.e. Smart Recovery and Harm Minimisation)
- ADAPT [see program description under Programs]
Last Update on April 2019
Treatment and Support Service (Directions Health Services)

Provides assessment, specialist alcohol, tobacco and other drug counselling, case management and support services for individuals, their partners, families and friends impacted by alcohol, tobacco and other drugs.

**Telephone:** (02) 6132 4800  
**Fax:** (02) 6132 4801  
**Mailing Address:** PO Box 538. Woden ACT 2606  
**Email address:** reception@directionshealth.com  
**Website:** [https://www.directionshealth.com/treatment-support/](https://www.directionshealth.com/treatment-support/)  
**Location:** Level 6, Cosmopolitan Centre, Woden Square, Bowes St, Woden ACT 2606 and through outreach  
**Parent organisation:** Directions Health Services

**Access Information**

**Maximum waiting time for service:**

- Within four weeks
- No waiting period for walk-in and brief intervention

**Pre-Treatment support:**

- Active referrals and support to access other services
- Brief intervention

**Target Group:**

- Adults
- Men, women and couples (including same sex couples) and with accompanying children
- Under 18
- Accepts both ACT and interstate residents

**Documentation required:**

- No documentation required

**When and how to access:**

*Operating hours:* Program operating hours are 9am - 5pm (Monday - Friday). A limited number of appointments are available outside of these hours.  
*Ways to access:* By appointment, drop-in (no appointment required) and outreach  
*Disability access:* Accessible toilets, lifts, doorways and parking, access to interpreter services (sign language).
Referrals accepted from: Self, friend/family, another service, GP, Courts, Police, but no referrals are required (Use of the Directions referral form is encouraged if referred by another agency)

Other access information:

Support may be provided to people who present as intoxicated if they are able to participate; however, a follow up appointment may be preferred.

Services are provided from the Directions office and through outreach to a range of settings, including Oakes Estate and Kanangra Court, Adult Mental Health Unit, Headspace and the Alexander Maconochie Centre.

Assessment

- Over the phone
- Face to face
- No appointment required
- Takes less than 1 hour

Specialist ATOD assessment includes:

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic physical health & medical history
- Social and family history
- Domestic and family violence screening
- Criminal and legal history
- Risk assessment

Treatment Plans

- An individualised treatment plan will be developed

Programs

Program type: AOD Counselling, case management and brief intervention

Model: Includes person-centred, Motivational Interviewing, Cognitive Behaviour Therapy, Acceptance and Commitment Therapy and Solution Focused Brief Therapy and Mindfulness, all underpinned by trauma-informed principles and harm minimisation approach.
Duration and intensity: Appointments 30 minute – 1 hour. Frequency determined by the needs of the client and availability of appointments. Fortnightly appointment most common. Clients can access the service for as long as required (no maximum time period). During the first appointment an individual treatment and support plan will be developed.

Philosophical approach: Harm minimisation

Additional program description:

AOD Counselling and case management: For people wishing to address their ATOD use and associated issues. The goals of treatment may include harm reduction, reduction in use or abstinence.

Continuing Care Counselling: For people who have recently completed withdrawal or rehabilitation and who are looking for strategies to prevent relapse, set goals, and manage ongoing mental health issues.

Family Support Counselling: For people experiencing issues associated with their friend or family member’s ATOD use. Counselling is available for parents, partners, children, friends or grandparents to develop strategies to cope with ATOD issues affecting the family. This may include safety planning, de-escalation strategies, and self-care.

Walk-In and Brief Intervention: Offered as a drop-in service for those in immediate distress or requiring urgent assistance.

Additional supports available:

- Work and Development Program

Viral Hepatitis and Sexual Health Support

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers; integrated treatment for viral hepatitis is available from Althea Wellness Centre.
- Supports people with advanced liver disease to access ongoing liver monitoring support through external organisations
- Referrals to access screening & treatment for sexually transmitted infections with external providers; integrated treatment is available from Althea Wellness Centre

Aftercare and Exit of Service

- Documented exit plan
• Aftercare support available
• Relapse prevention
• Phone support
• Links with community self help groups (e.g. 12 step)
• Active referrals and support to access other services

Harm Reduction

• Harm reduction drug education and strategies (i.e. safer injecting information)
• Provides safe sex information
• Provides condoms

Naloxone:

• Provides opioid overdose education sessions
• Program provides access to Naloxone script; through Althea Wellness Centre

Mental Health

• Screen for mental health
• Assessments include a mental health component
• Suicide risk assessment
• Staff have mental health training
• Partnerships with mental health services (i.e. Maintaining joint management and consultation and liaison advice)

Aboriginal and/or Torres Strait Islander

• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training

Culturally and Linguistically Diverse (CALD)

• Access to interpreter services
• Partnerships with CALD services
• Culturally and linguistically diverse staff
• Staff undertake cultural awareness training
• Tools and resources in different languages
Tobacco Management

- Completely Smokefree
- Provides tobacco screening & brief interventions
- Tobacco management support and counselling
- Service has a tobacco management policy

Cost

- No cost

Staff Available

- AOD Worker
- Social Worker
- Counsellor

Help for Families & Carers

- Information, education and counselling offered to families and carers
- Family support groups

Alexander Maconochie Centre

- Counselling, information and education, harm reduction, groups
- Initial assessment for community based treatment and support can be completed with detainees in the AMC prior to release.
- Referrals for services are accepted from Community Based Corrections as part of a parole conditions.

Other Information

- Provides support letters for people to access Housing ACT
- Provides support letters and advocacy with other non-government and government agencies
- Preparation of reports for Care and Protection
- Preparation of reports for Courts
- Preparation of reports for Corrective Services
Last Updated on April 2019
Gugan Gulwan Youth Aboriginal Corporation

Drug and Alcohol Program
Drug and Alcohol Program (Gugan Gulwan Youth Aboriginal Corporation)

Provides ATOD information, support, advocacy, case management and court support for young Aboriginal and Torres Strait Islander people aged 12 – 25 years.

Telephone: (02) 6296 8900
Fax: (02) 6231 9933
Mailing Address: PO Box 307, Erindale Centre, Wanniassa ACT 2903
Email address: enquiries@gugan-gulwan.com.au
Website: www.gugan-gulwan.com.au/services/4-drug-and-alcohol
Location: 36 Grattan Court, Wanniassa ACT 2903

Access Information

Maximum waiting time for service:

- No waiting time

Target Group:

- Young people aged 12-25 years old
- Aboriginal and/or Torres Strait Islander young people get priority

Documentation required:

- No documentation required

When and how to access:
Operating hours: Program operating hours are 9am - 5pm (Monday - Friday), office hours are 9am - 5pm (Monday - Friday)
Ways to access: Drop in, no appointment required, home visits and outreach
Disability access: Accessible toilets, doorways and parking
Referrals accepted from: Self, friend/family, another service, GP, Courts, Police
Other access information: Phone support can be provided, however people will not be allowed on the premises while intoxicated

Assessment*

- Over the phone
- Face to face
- Appointment required
- Takes less than 1 hour
- Includes alcohol, tobacco and other drug assessment
- Includes mental health assessment

*Assessments can be provided but are not required to access all supports

Programs
**Program type:** Aboriginal and Torres Strait Islander Specific ATOD Youth Support

**Duration and intensity:** No set duration

**Philosophical approach:** Harm minimisation

**Additional program description:** Provides a wide range of support services for Aboriginal and Torres Strait Islander young people and their families, a component of which is the Drug and Alcohol Program. Provides information, support, referral, advocacy, education, and full case management. Outreach and court support are also available.

A Street Beat program operates for 4 hour patrols between the hours of 6pm – 3am Friday nights providing outreach with a focus on harmful drinking, sexual health and smoking cessation and reduction.

**Mental Health**
- Assessments include a mental health component
- Relationships with Mental Health ACT: consultation and liaison advice

**Aboriginal and/or Torres Strait Islander**
- Services designed and delivered specifically for Aboriginal and/or Torres Strait Islander people

**Tobacco Management**
- Designated smoking area
- Service has a tobacco management policy

**Cost**
No cost

**Staff available**
- ATOD Worker (Non-clinical)

**Help for Families & Carers**
- Information and education offered to families and carers
- Contact with family and carers while on program
- Case management

**Alexander Maconochie Centre**
- Information and education (on a needs basis Tuesday mornings)
- Referrals (i.e. Mental Health ACT liaison)
Bimberi Youth Justice Centre

- Groups (i.e. Cultural Arts for Therapy Program)
- Information and education

Other Information

- Provide support letters for people to access Housing ACT

Last Updated on April 2019
Karralika Programs Inc.

Alcohol and Drug Driving Awareness – including Sober Driver Program and
REVERSED

Karralika Family Services

Karralika Justice Counselling

Karralika Therapeutic Community Adult Program

Karuna Short Stay Program

Nexus Program

Solaris Therapeutic Community Program
Alcohol and Drug Driving Awareness - including Sober Driver Program and REVERSED (Karralika Programs Inc.)

Provides education programs for people who have been charged with, or are facing charges for, drink/drug-driving offences; specifically for drug driving offenders, mid to high range prescribed content of alcohol and repeat offenders.

Telephone: (02) 6185 1300 (1800 1 KARRA/1800 1 52 772)
Fax: (02) 6169 3200
Mailing Address: PO Box 2230, Tuggeranong ACT 2901
Email address: info@karralika.org.au
Website: http://karralika.org.au/feature/reversed/
Location (head office street address): Ground Floor, 2 Napier Close, Deakin ACT 2600
Parent organisation: Karralika Programs Inc.

Access Information

Maximum waiting time for service:

- Waiting time varies depending on course schedules, please contact for further information

Pre-Treatment support:

- Active referrals and support to access other services

Target Group:

- People charged with or facing charges for drink/drug driving offences
- Adults
- Men and women

Documentation required:

- Identification
- Concession Card
- Completed registration form

When and how to access:

Operating hours: Courses are delivered after business hours, office hours are 9am - 5pm (Monday - Friday)
Ways to access: By appointment only
Disability access: Accessible toilets, doorways and parking
Referrals accepted from: Self, Courts, Police, ACT Corrective Services
Other access information: Access will be refused to an intoxicated person; service consumers are breathalysed before each session

Assessment
• No assessment required
• Alcohol screening via the Alcohol Use Disorders Identification Test (AUDIT) conducted as self report at commencement of REVERSED program
• Drug use screening via the Drug Use Disorders Identification Test (DUDIT)

Programs

Program type: Information and education

Model: Group education

Duration and intensity: Sober Driver Program is a weekly 2-hour course over 9 weeks or 3 full days dependent on current schedule (for ACT Corrective Service referred adults)

REVERSED is a 6-hour course over 2 weeks (3 hours per session) available to the public

Philosophical approach: Harm minimisation

Additional program participation information: Participants are not able to be under the influence of drugs or alcohol during the course and will be asked to leave if alcohol or other drugs are consumed whilst in programs.

Additional program description: Provides 2 education courses for people who have been charged with or are facing charges for drink-driving or drug driving offences:

REVERSED: Provides group education sessions related to drink driving and driving under the influence of drugs. The program includes information, skills building regarding the impact of driving impaired and support for participants to identify risky situations and promote safety. The program is approved by the ACT Road Users Services for individuals who have been charged with a mid to high range drink driving offence, drug driving or repeat offences and are required by law to complete a 6 hours educational drink/ drug driving course.

Sober Driver Program: The program provides group education regarding the legal, health and social impacts of drink driving. The program uses both educational and therapeutic approaches included principles of relapse prevention. The program, developed by the New South Wales Transport, Roads and Maritime Services is by contract arrangements only, for people who are charged with or facing charges of drink driving (specifically multiple offences) and referred by ACT Corrective Services.

Aboriginal and/or Torres Strait Islander

• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training

Tobacco Management
- Smokefree
- Provide tobacco brief interventions (i.e. Information re QUIT smoking interventions and NRT)
- Service has a workplace tobacco management policy

**Cost**

**Fees:** $220 / $180 concession - course program fees paid on registration or via a payment plan

**Staff available**

- ATOD Worker (Clinical and Non-clinical)

  Last Updated on April 2019
Karralika Family Program (Karralika Programs Inc.)

Provides up to 12 months of residential rehabilitation within a therapeutic community setting for adults with ATOD problems with accompanying children up to the age of 12.

**Telephone:** (02) 6185 1300 (1800 1 KARRA / 1800 1 52772)
**Fax:** (02) 6169 3200
**Mailing Address:** PO Box 2230, Tuggeranong ACT 2901
**Email address:** info@karralika.org.au
**Parent organisation:** Karralika Programs Inc.
**Location:** Confidential

### Access Information

**Maximum waiting time for service:**

- Waiting time varies depending on bed availability; support is offered to people on the wait list

**Pre-Treatment support:**

- Support is available while on the waiting list
- Assessment
- Counselling
- Phone support
- Information and advice
- Case management
- Active referrals and support to access other services
- Face to face engagement with Intensive Early Birds Program for local ACT residents

**Target Group:**

- Adults
- Men, women and couples with accompanying children up to the age of 12
- Accepts both ACT and interstate residents
- ACT residents get priority

**Documentation required:**

- Identification
- Other types of documentation may be required

**When and how to access:**

*Operating hours:* Program operating hours are 24 hours a day (7 days a week), office hours are 9am - 5pm (Monday - Friday)

*Ways to access:* By appointment only
Disability access: Accessible toilets and doorways  
Referrals accepted from: Self, another service, Courts, Care and Protection Services from ACT and NSW  
Transport assistance available: Transport can be arranged from ACT withdrawal programs. Transport to appointments whilst in program is provided.  
Childcare available: Services offered by external registered child care provider. Costs apply (i.e. Subsidised fees for childcare)  
Other access information: Requirement to complete a withdrawal program, some medication exclusions will be assessed on application for admission, and access will be refused to an intoxicated person.

Access may be provided to people who are stable on a maintenance dose of opioid pharmacotherapy. For further information, see http://karralika.org.au/on-pharmacotherapy-maintenance-and-need-a-treatment-program/

Assessment

- Assessments required  
- Over the phone  
- Appointment required  
- Takes less that 1 hour

Specialist ATOD assessment includes:

- Comprehensive alcohol, tobacco and other drug assessment  
- Comprehensive mental health history  
- Basic Physical health & medical history  
- Social and family history  
- Domestic and family violence screening  
- Criminal and legal history  
- Risk assessment  
- Suicide Assessment Kit

Treatment Plan

- An individualised treatment plan will be developed

Drug Testing

- Drug testing is conducted as part of treatment; the tests are conducted in-house/on-site by program staff or conducted by pathology laboratories  
- Types of testing used include urine drug screening, breath alcohol concentration by Alcohol Breathalyzer

Admission Requirements for Residential Services Only

- Mobile phone stored during stay  
- Searching of possessions  
- Possessions stored during stay
• Confiscation and disposal of alcohol, other drugs and tobacco
• Time and days available for admission depend upon waiting list and bed availability
• Possibility of other admission requirements

Programs

Program type: Residential rehabilitation

Model: Therapeutic Community

Duration and intensity: Up to 12 months (not including waiting list support and aftercare) through a staged approach, live-in.

Not able to consume alcohol or other drugs while in program: No alcohol or drugs to be consumed during program, certain prescription medications are allowed.

Philosophical approach: Therapeutic community, harm minimisation framework.

Additional program description: The program provides comprehensive care focussed on the individual to address underlying reasons for alcohol and drug dependence. Adults participate in the therapeutic community program including individualised case management, therapeutic and education groups, counselling and skills development. Children attend school or early childhood development programs/childcare during the day while the parent/s participate in the program. Key components of the program including parenting education, family counselling and supported playgroups, with a focus on working with the whole family including children from trauma informed and strengths based approach.

Additional supports available:

• Work and Development Program: ACT and NSW
• Vocational education (i.e. Access to vocational education and training where available)
• Recreation and sport (i.e. Healthy eating and active lifestyles program including nutrition, physical activity and wellbeing)
• Emergency relief (i.e. Available to support urgent need)
• Brokerage for children's activities in the community
• Living skills
• Aftercare (i.e. Outreach support is provided)

Viral Hepatitis and Sexual Health Support

• Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers,
• Referrals to access screening & treatment for sexually transmitted infections with external providers
• Provides safe sex information
Treatment Plans

- An individualised treatment plan will be developed

Aftercare and Exit of Service

- Documented exit plan
- Aftercare support available
- Relapse prevention
- Phone support
- Links with community self-help groups (e.g. 12 step)
- Active referrals and support to access other services

Harm Reduction

- Harm reduction drug education and strategies (i.e. safer injecting information)
- Opioid overdose prevention and education sessions

Mental Health

- Assessments include a mental health component
- Suicide risk assessment
- Relationships with Mental Health ACT (i.e. Maintaining joint management, consultation and liaison advice)
- Partnerships with mental health services

Aboriginal and/or Torres Strait Islander

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
- Aboriginal and/or Torres Strait Islander services in-reach
- Partnerships: supported access to Winnunga Nimmityjah Aboriginal Health Services

Culturally and Linguistically Diverse (CALD)

- Staff undertake cultural awareness training

Tobacco Management

- Smokefree
- Screen for tobacco use
- Provide tobacco brief interventions
- Provide repeated or ongoing support and/or counselling for smoking cessation
- Provide smoking cessation support groups
- Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT
- Provide access to GPs/medical officers to prescribe NRT patches or other smoking cessation pharmacotherapies
• Service has a workplace tobacco management policy

Cost

Rent & Fees: Rents vary and are based on approximately 80% of Centrelink payment. Subsidised fees for childcare. Upfront fee to be paid prior to service admission.

Others: Support can be provided to access Centrelink and to seek an exemption from requirement to be looking for work with Centrelink while engaged in program

Staff Available

• AOD Worker (Clinical)
• Nurse
• Social Worker
• Other medical practitioner
• Counsellor
• Administrator
• Executive
• Manager
• Clinical Services Director/Quality and Clinical Services Officer

Help for Families & Carers

• This program is designed and delivered specifically for families and carers
• Contact with family and carers while on program
• Counselling for family and carers (i.e. Referrals to partner agencies)

Alexander Maconochie Centre

• Referrals are accepted from Community Based Corrections as part of a persons parole conditions

Other Information

• Provides support letters for people to access Housing ACT
• Preparation of reports for Care and Protection
• Preparation of reports for Courts
• Preparation of reports for Corrective Services
• Day leave provided for service consumers who have reached agreed milestones
• Night leave provided on the weekend for service consumers who have reached agreed milestones
• Restoration planning for families with children involved with Child Protection systems
Last Updated on April 2019
Karralika Justice Services Alcohol and Other Drug Counselling Program

Provides specialised alcohol, tobacco and other drug counselling support for community based individuals connected to Justice Services in the ACT (e.g. Community Corrections and Alexander Maconochie Centre), or those who have concluded with these services within the last three months. The program focusses on supporting people to transition back to the community.

**Telephone:** 02 6185 1300 or 1800 1 KARRA (1800 1 52 772)
**Fax:** (02) 6169 3200
**Mailing Address:** PO Box 2230, Tuggeranong ACT 2901
**Email address:** info@karralika.org.au
**Location (head office street address):** Ground Floor, 2 Napier Close, Deakin ACT 2600

### Access Information

**Maximum waiting time for service:**
- Within one week

**Target Group:**
- Adults
- Men and Women
- People who are currently in contact with, or concluded with Justice services in the last three months

**Documentation required:**
- No documentation required

**When and how to access:**

*Operating hours:* Program operating hours are 9am - 5pm (Monday - Friday). After hours appointments are available on Tuesdays and Thursdays
*Ways to access:* By appointment only
*Disability access:* Accessible toilets
*Referrals accepted from:* Self, another service, Corrective Services, Alexander Maconochie Centre case manager

### Assessment

- Assessment required
- Face to face
- Appointment required
• Takes less than 1 hour

**Specialist ATOD assessment includes:**

• Comprehensive alcohol, tobacco and other drug assessment
• Comprehensive mental health history
• Basic physical health & medical history
• Social and family history
• Domestic and family violence screening
• Criminal and legal history
• Risk assessment

**Treatment Plans**

• An individualised treatment plan will be developed

**Programs**

**Program type:** Counselling

**Model:** Cognitive Behavioural Therapy (CBT), psychodynamic approaches, Narrative Therapy, Solution-focused counselling, motivational interviewing and mindfulness.

**Duration and intensity:** Up to twelve sessions

**Philosophical approach:** Harm minimisation

**Additional program description:**
Provides trauma informed specialist AOD counselling services for community based clients who are currently engaged with justice services in the ACT (i.e. Community Corrections or Alexander Maconochie Centre), or who have concluded with these services within the last three months. Up to twelve counselling sessions can be provided, with a focus on assisting clients to develop strategies to address AOD and other issues arising from the transition back to the community.

**Additional supports available:**

• Work and development program

**Viral Hepatitis and Sexual Health Support**

• Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers,
• Referrals to access screening & treatment for sexually transmitted infections with external providers

**Aftercare and Exit of Service**

• Documented exit plan
• Relapse prevention
• Links with community self help groups (e.g 12 step)
• Active referrals and support to access other services

Harm Reduction

• Harm reduction drug education and strategies (i.e safer injecting information)

Mental Health

• Screen for mental health
• Assessments include a mental health history
• Suicide risk assessment
• Staff have mental health training

Aboriginal and/or Torres Strait Islander

• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training

Culturally and Linguistically Diverse (CALD)

• Access to free interpreter services

Tobacco Management

• Smokefree
• Screen for tobacco use
• Provide tobacco brief interventions
• Service has a workplace tobacco management policy

Cost

No cost

Staff available

• Counsellor

Alexander Maconochie Centre

• Counselling: if clients enter AMC a one off follow up appointment is provided in AMC, clients can return to the program on exit from the AMC
• Assessments
• Referrals for services are accepted from Community Based Corrections as part of a parole conditions.

Other Information
• Provides support letters for people to access Housing ACT
• Preparation of reports for Corrective Services

Last Updated on April 2019
Karralika Therapeutic Community Adult Program (Karralika Programs Inc.)

Provides up to 12 months of residential rehabilitation within a therapeutic community setting for single adults and couples with ATOD problems.

TelephoneNumber: (02) 6185 1300 (1800 1 KARRA / 1800 1 52772)
Fax: (02) 6169 3200
Mailing Address: PO Box 2230, Tuggeranong ACT 2901
Email address: info@karralika.org.au
Website: http://karralika.org.au/services/karralika-therapeutic-community-adult-program/
Location: Confidential
Parent organisation: Karralika Programs Inc.

Access Information

Maximum waiting time for service:

- Waiting time varies, support is provided to people waiting to enter the program

Pre-Treatment support:

- Support available while on the waiting list
- Assessment
- Counselling
- Phone support
- Information and advice
- Case management
- Active referrals and support to access other services
- Face to face engagement with Intensive Early Birds Program for local ACT residents

Target Group:

- Adults
- Men, women and couples (including same sex couples)
- Accepts both ACT and interstate residents, however ACT residents get priority

Documentation required:

- Identification
- Other types of documentation may be required
When and how to access:

**Operating hours:** Program operating hours are 24 hours a day (7 days a week), office hours are 9am - 5pm (Monday - Friday)

**Ways to access:** By appointment only

**Disability access:** Accessible toilets and doorways

**Referrals accepted from:** Self, another service, Courts

**Transport assistance available:** Transport can be arranged from ACT withdrawal programs. Transport to appointments whilst in program is provided.

**Other access information:** Requirement to complete a withdrawal program.

Some medication exclusions will be assessed on application for admission. Access may be provided to people who are stable on a maintenance dose of opioid pharmacotherapy. For further information, see [http://karralika.org.au/on-pharmacotherapy-maintenance-and-need-a-treatment-program/](http://karralika.org.au/on-pharmacotherapy-maintenance-and-need-a-treatment-program/)

### Assessment

- Assessments required
- Over the phone
- Appointment required
- Takes less that 1 hour

### Specialist ATOD assessment includes:

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic Physical health & medical history
- Social and family history
- Domestic and family violence screening
- Criminal and legal history
- Risk assessment
- Suicide Assessment Kit

### Treatment Plan

- An individualised treatment plan will be developed

### Drug Testing

- Drug testing is conducted as part of treatment; the tests are conducted in-house/on-site by program staff or conducted by pathology laboratories
• Types of testing used include urine drug screening and breath alcohol concentration by Alcohol Breathalyzer

Admission Requirements for Residential Services Only

• Mobile phone stored during stay
• Searching for possessions
• Possessions stored during stay
• Confiscation and disposal of alcohol, other drugs and tobacco
• Admissions are available twice a week

Programs

Program type: Residential rehabilitation

Model: Therapeutic Community

Duration and intensity: Up to 12 months (not including aftercare) through a staged approach.

Not able to consume alcohol or other drugs while in program: No alcohol or other drugs to be consumed during program, certain prescription medications allowed.

Philosophical approach: Therapeutic Community; belief that a person’s dependence on alcohol and drugs is a symptom of underlying personal difficulties; harm minimisation framework.

Additional program description: The program provides comprehensive care focused on the individual and their personal growth to replace alcohol and drug dependence. The program has four stages: assessment, Karuna/induction, treatment/commitment and transition. Key components of the program are individualised case management, therapeutic and educational groups, counselling, skills development and planned aftercare.

Additional supports available:

• Work and Development Program: ACT and NSW programs
• Readiness for employment training provided
• Vocational education (i.e. Access to education and training where available)
• Recreation and sport (i.e Daily recreation)
• Emergency relief
• Living skills (i.e. Daily activities and support)
• Aftercare (i.e. Outreach support is provided)
Viral Hepatitis and Sexual Health Support

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers,
- Referrals to access screening & treatment for sexually transmitted infections with external providers
- Provides safe sex information

Aftercare and Exit of Service

- Documented exit plan
- Aftercare support available
- Relapse prevention
- Phone support
- Links with community self-help groups (e.g. 12 step)
- Active referrals and support to access other services
- Outreach support is provided

Harm Reduction

- Harm reduction drug education and strategies (i.e. safer injecting information)
- Opioid overdose prevention and education sessions

Mental Health

- Assessments include a mental health component
- Suicide risk assessment
- Relationships with Mental Health ACT (i.e. Maintaining joint management, consultation and liaison advice)
- Staff have a mental health training
- Partnerships with mental health services

Aboriginal and/or Torres Strait Islander

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
- Aboriginal and/or Torres Strait Islander services in-reach
- Partnerships: supported access to Winnunga health services
Culturally and Linguistically Diverse (CALD)

- Staff undertake cultural awareness training

Tobacco Management

- Smokefree
- Provide tobacco screening
- Provide tobacco brief interventions
- Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT
- Provide access to GPs/medical officers to prescribe NRT patches or other smoking pharmacotherapies
- Service has a workplace tobacco management policy
- Service participating in the **We Can Program**—Communities Accessing all-types of NRT

Cost

**Rent & Fees:** Rent varies and is based on approximately 80% of Centrelink payment. Upfront fee to be paid prior to service admission.

**Others:** Support can be provided to access Centrelink and seek an exemption from requirement to be looking for work with Centrelink while engaged in program.

Staff available

- AOD Worker (Clinical and Non-clinical)
- Nurse
- Social Worker
- Counsellor
- Other medical practitioner
- Administrator
- Executive
- Manager
- Clinical Services Director/Quality and Clinical Services Officer

Help for Families & Carers

- Information, education and counselling is offered to families and carers
- Contact with family and carers while on program (i.e. Visiting days, supported playgroup)
- Family support groups
- Counselling for family and carers (i.e. Referrals to partner agencies for counselling)

**Alexander Maconochie Centre**

- Referrals are accepted from Community Based Corrections as part of a persons parole conditions

**Other Information**

- Provides support letters for people to access Housing ACT
- Preparation of reports for Care and Protection
- Preparation of reports for Courts
- Preparation of reports for Corrective Services
- Day and night leave provided for service consumers who have reached agreed milestones
- Restoration planning for families with children involved with Child Protection systems

Last Updated on April 201
Karuna Short Stay Program (Karralika Programs Inc.)

Provides 8 weeks of residential rehabilitation within a therapeutic community setting for single adults and couples with ATOD issues.

Telephone: (02) 6185 1300 or 1800 1 KARRA / 1800 1 52772 (Intake and assessment)
Fax: (02) 6169 3200
Mailing Address: PO Box 2230, Tuggeranong ACT 2901
Email address: info@karralika.org.au
Website: www.karralika.org.au
Location: Confidential
Parent organisation: Karralika Programs Inc.

Access Information

Maximum waiting time for service:

- Waiting time varies depending on bed availability, support is offered to people waiting to enter the program

Pre-Treatment support:

- Support available while on the waiting list
- Assessment
- Phone outreach
- Information and advice
- Active referrals and support to access other services
- Face to face engagement with Intensive Early Birds Program for local ACT residents

Target Group:

- Adults
- Men, women and couples (including same sex couples)
- Men, women and couples with children (children up to the age of 12 years) through Family Program
- Accepts both ACT and interstate residents, however ACT residents get priority

Documentation required:

- Identification
- Other types of documentation may be required

When and how to access:
Operating hours: Program operating hours are 24 hours a day (7 days a week), office hours are 9am - 5pm (Monday - Friday)
Ways to access: By appointment only
Disability access: Accessible toilets and doorways
Referrals accepted from: Self, another service, Courts
Transport assistance: Transport can be arranged from ACT withdrawal programs. Transport to appointments whilst in program is provided.
Childcare available: Childcare for accompanying children in Family Program is provided by external registered provider. Subsidised childcare fees apply.
Other access information: Requirement to complete a withdrawal program.

Some medication exclusions apply and will be assessed on application for admission.

Assessment

- Assessments required
- Over the phone
- Appointment required
- Takes less that 1 hour

Specialist ATOD assessment includes:

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic Physical health & medical history
- Social and family history
- Domestic and family violence screening
- Criminal and legal history
- Risk assessment
- Initial screen

Treatment Plan

- An individualised treatment plan will be developed

Drug Testing

- Drug testing is conducted as part of treatment; the tests are conducted in-house/on-site by program staff or conducted by pathology laboratories
- Types of testing used include urine drug screening and breath alcohol concentration by Alcohol Breathalyzer
Admission Requirements for Residential Services Only

- Mobile phone stored during stay
- Searching for possessions
- Possessions stored during stay
- Confiscation and disposal of alcohol, other drugs and tobacco
- Admissions dependent upon waiting list and bed availability
- Transport directly from withdrawal unit to service

Programs

Program type: Residential rehabilitation

Model: Therapeutic Community

Duration and intensity: 8-week live-in residential program

Not able to consume alcohol or other drugs while in program: No alcohol or other drugs to be consumed during program, certain prescription medications allowed.

Philosophical approach: Therapeutic Community, harm minimisation framework.

Additional program description: Provides first 8-week phase of rehabilitation. The focus includes identifying and beginning to address the underlying reasons for dependence with case work support. Provides the pathway for continued rehabilitation within the Therapeutic Community (Adult and Family programs and Nexus Men’s Program) provided by Karralika Programs Inc. or through referrals to other programs. Individuals are supported and introduced to the Therapeutic Community model, its principles, practices and language. Individual treatment plans are developed. Access to health and medical services are facilitated. Individual treatment plans and goal setting is established. Clients are assigned a case manager, participate in groups and one-on-one sessions. A range of social and living skills development activities are offered with a focus on health, and alcohol or other drug use, skill development and personal growth. Aftercare support is provided at the end of the program.

Additional supports available:

- Work and Development Program: ACT and NSW programs
- Vocational Education (i.e. Support to access education and training)
- Training and development opportunities to support job readiness following program
- Recreation and sport (i.e Daily recreation)
- Emergency relief
• Living skills (i.e. Daily activities and facilitated groups to build skills and confidence including parenting, health and wellbeing, nutrition, financial skills)
• Aftercare (i.e. Outreach support when leaving program with a relapse prevention focus)

Viral Hepatitis and Sexual Health Support

• Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers,
• Referrals to access screening & treatment for sexually transmitted infections with external providers
• Provides safe sex information

Aftercare and Exit of Service

• Documented exit plan
• Aftercare support available
• Relapse prevention
• Phone support
• Links with community self-help groups (e.g. 12 step)
• Active referrals and support to access other services

Harm Reduction

• Harm reduction drug education and strategies (i.e. safer injecting information)
• Opioid overdose prevention and education sessions (one-on-one to clients who are identified at risk)

Mental Health

• Assessments include a mental health component
• Suicide risk assessment
• Relationships with Mental Health ACT (i.e. Maintaining joint management, consultation and liaison advice)
• Staff have a mental health training
• Partnerships with mental health services

Aboriginal and/or Torres Strait Islander
- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
- Aboriginal and/or Torres Strait Islander services in-reach
- Partnerships: Supported access to Winnunga Nimmityjah Aboriginal Health Services

**Culturally and Linguistically Diverse (CALD)**

- Staff undertake cultural awareness training

**Tobacco Management**

- Smokefree
- Screen for tobacco use
- Provide tobacco brief interventions
- Provide repeated or ongoing support and/or counselling for smoking cessation
- Provide smoking cessation support groups
- Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT
- Provide access to GPs/medical officers to prescribe NRT
- Service has a workplace tobacco management policy

**Cost**

**Rent & Fees:** Upfront fee (program fees) to be paid in advance prior to service admission. Rent (fortnightly contribution towards living) varies and is based on approximately 80% of Centrelink payment.

**Others:** Support can be provided to access Centrelink and seek an exemption from requirement to be looking for work with Centrelink while engaged in program.

**Staff available**

- AOD Worker (Clinical and Non-clinical)
- Nurse
- Social Worker
- Counsellor
- Other medical practitioner
- Administrator
- Executive
- Manager
• Clinical Director/Quality and Clinical Services Director

Help for Families & Carers

• Information, education and counselling is offered to families and carers
• Contact with family and carers while on program (i.e. Visiting days, family counselling, supported playgroup)

Other Information

• Provides support letters for people to access Housing ACT
• Preparation of reports for Care and Protection
• Preparation of reports for Courts

Last Updated on April 2019
Nexus Program (Karralika Programs Inc.)

Provides a community-based residential transition program for men experiencing AOD problems.

**Telephone:** (02) 6185 1300 (1800 1 KARRA / 1800 1 52772)
**Fax:** (02) 6169 3200
**Mailing Address:** PO Box 2230, Tuggeranong ACT 2901
**Email address:** info@karralika.org.au
**Social media:** [facebook.com/karralikaprograms](http://facebook.com/karralikaprograms)
**Parent organisation:** Karralika Programs Inc.
**Location:** Confidential

**Access Information**

**Maximum waiting time for service:**

- Waiting time varies, support is provided to men waiting to enter the program

**Pre-Treatment support:**

- Support is available while on the waiting list
- Assessment
- Counselling
- Phone support
- Information and advice
- Case management
- Active referrals and support to access other services

**Target Group:**

- Adults
- Men specific
- Accepts both ACT and interstate residents, however ACT residents get priority

**Documentation required:**

- Identification
- Medicare Card
- Concession Card
- Other types of documentation may be required

**When and how to access:**
Operating hours: Program operating hours are 24 hours a day (7 days a week), office hours are 9am - 5pm (Monday - Friday). Program Provides Access to client support after hours (e.g. an emergency 24-hour on-call service is available to program participants)

Ways to access: By appointment and outreach

Referrals accepted from: Self, another service, GP, Courts, Police

Transport assistance available: Transport can be arranged for admission to program from ACT services and transport hubs. Taxi and transport available.

Other access information: Requirement to complete a withdrawal program.

Medication exclusions will be assessed on application for admission. Access will be refused to an intoxicated person. Access can be provided to people who are stable on a maintenance dose of opioid pharmacotherapy. For further information see [http://karralika.org.au/on-pharmacotherapy-maintenance-and-need-a-treatment-program/](http://karralika.org.au/on-pharmacotherapy-maintenance-and-need-a-treatment-program/)

Assessment

- Assessments required
- Over the phone
- Face to face may be requested if ACT resident
- Appointment required
- Takes less that 1 hour

Specialist ATOD assessment includes:

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic physical health & medical history
- Social and family history
- Domestic and family violence screening
- Criminal and legal history
- Risk assessment
- Suicide Assessment Kit

Treatment Plan

- An individualised treatment plan will be developed

Drug Testing

- Drug testing is conducted as part of treatment; the tests are conducted in-house/on-site by program staff or conducted by pathology laboratories
• Types of testing used include urine drug screening and breath alcohol concentration by Alcohol Breathalyzer

Admission Requirements for Residential Services Only

• Searching of possessions
• Confiscation and disposal of alcohol and other drugs
• Confiscation and disposal of tobacco
• Time and days available for admission depend upon waiting list and bed availability

Programs

Program type: Residential and aftercare program for males.

Model: Case Management, counselling and relapse prevention underpinned by Therapeutic Community principles

Duration and intensity: 3 to 6 months

Not able to consume alcohol or other drugs while in program: No alcohol or other non prescribed drugs to be consumed during program.

Philosophical approach: Therapeutic Community Principles including harm minimisation.

Additional program description: Provides a community-based halfway house offering a supported alcohol and drug free residential treatment environment including case management, counselling and group programs. Emphasis is placed on the achievement of personal treatment goals and the development of skills to avoid relapse, establishment of positive social relationships, development of practical living skills and investigation of/engagement in employment and career options. Recreational and creative activities are also incorporated as core components of the program.

Additional supports available:

• Community and work orders
• Vocational education (i.e. Assistance with access to education)
• Support to access employment
• Volunteering (i.e. Support to access volunteer placements)
• Recreation and sport (i.e. Healthy lifestyle programs, creative activities and recreation programs)
• Emergency relief
• Brokerage
• Living skills (i.e. Support to develop basic living skills)
• Aftercare (i.e. Outreach support is provided)

Viral Hepatitis and Sexual Health Support

• Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers,
• Partnership with Hepatitis ACT
• Referrals to access screening & treatment for sexually transmitted infections with external providers
• Provides safe sex information

Aftercare and Exit of Service

• Documented exit plan
• Aftercare support available
• Relapse prevention
• Phone support
• Links with community self-help groups
• Active referrals and support to access other services
• Counselling

Harm Reduction

• Harm reduction drug education and strategies (i.e. safer injecting information)

Mental Health

• Screen for mental health
• Assessments include a mental health component
• Suicide risk assessment
• Relationships with Mental Health ACT (i.e. Maintaining joint management, consultation and liaison advice)
• Staff have mental health training
• Partnerships with mental health services
• Mental health specialty staff: Mental Health Social Worker

Aboriginal and/or Torres Strait Islander
• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
• Aboriginal and/or Torres Strait Islander services in-reach
• Support to access Winnunga Nimmityjah Aboriginal Health Services

Culturally and Linguistically Diverse (CALD)

• Access to free interpreter services
• Tools and resources in different languages
• Staff undertake cultural awareness training

Tobacco Management

• Smokefree
• Screen for tobacco use
• Provide tobacco brief interventions
• Provide repeated or ongoing support and/or counselling for smoking cessation
• Provide smoking cessation support groups
• Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT
• Provide access to GPs/medical officers to prescribe NRT patches or other smoking cessation pharmacotherapies
• Service has a workplace tobacco management policy

Cost

• Program fees to be paid in advance
• Support can be provided to access Centrelink and seek an exemption from requirement to be looking for work with Centrelink while engaged in program

Staff available

• AOD Worker (Clinical)
• Counsellor
• Social Worker
• Nurse
• Manager
• Clinical Director/Quality and Clinical Services Officer
Help for Families & Carers

- Information, education and counselling offered to families and carers
- Contact with family and carers while on program
- Counselling for family and carers including support to access external services
- Other types of help and support can be provided

Alexander Maconochie Centre

- Referrals are accepted for people in the AMC including for people who are engaged in the Solaris Therapeutic Community

Other Information

- Provides support letters for people to access Housing ACT
- Preparation of reports for Care and Protection
- Preparation of reports for Courts
- Day and night leave provided for service consumers who have reached agreed milestones
- Restoration planning for families with children involved with Child Protection systems

Last Updated on April 2019
Solaris Therapeutic Community Program (Karralika Programs Inc. and ACT Corrective Services)

Provides a therapeutic community approach for adult males in the Alexander Maconochie Centre (AMC) with moderate to severe alcohol and other drug dependence.

Telephone: (02) 6185 1300 (1800 1 KARRA / 1800 1 52772)
Fax: (02) 6169 3200
Mailing Address: PO Box 2230, Tuggeranong ACT 2901
Email address: nadia.o@karralika.org.au
Website: www.karralika.org.au
Location: Alexander Maconochie Centre, 10400 Monaro Highway, Hume ACT 2620
Parent organisation: Karralika Programs Inc. and ACT Corrective Services, ACT Government

Access Information

Maximum waiting time for service:

- Waiting times are dependent on detainee assessment, sentence length and intake schedule

Pre-treatment support:

- Readiness program available whilst waiting for next available intake

Target Group:

- Detainees of the AMC in their last six months of custody
- Adults
- Men only

Documentation required:

- As determined by assessment

When and how to access:

Operating hours: Program operating hours are 8am - 5pm (Monday - Friday)
Ways to access: By appointment only
Disability access: Accessible toilets and doorways
Referrals accepted from: Self or via ACT Corrective Services Case Manager
Other access information: Medical exclusions will be assessed on application for
admission, some exclusion apply. Can access while receiving Opioid Maintenance Therapy.

Assessment

• Assessment required
• Appointment required
• Takes less than 1 hour
• Assessment may take multiple sessions
• Includes alcohol, tobacco and other drug assessment
• Includes mental health assessment

Specialist ATOD assessment includes:

• Comprehensive alcohol, tobacco and other drug assessment
• Comprehensive mental health history
• Basic physical health & medical history
• Social and family history
• Domestic and family violence screening
• Criminal and legal history
• Risk assessment

Treatment Plan

• An individualised treatment plan will be developed

Drug Testing

• Drug testing is conducted as part of treatment; the tests are conducted by ACT Corrective services

Programs

Program type: Residential rehabilitation

Model: Modified Therapeutic Community

Duration and intensity: There are three phases of program whilst detainees are housed at AMC:
• Up to 4 week Readiness phase in preparation for treatment, designed to enhance motivation for change
• A 16 week Treatment phase that seeks to address the relationship between criminal conduct and substance misuse
• An 8 week Graduate phase focussing on solidifying the tools and knowledge gained in treatment
• Up to 6 months Transition support to assist with community reintegration

Not able to consume alcohol or other drugs while in program: No alcohol or drugs to be consumed during program

Philosophical approach: Therapeutic Community, harm minimisation

Additional program description: Solaris is a voluntary program for adult males in the Alexander Maconochie Centre who have alcohol and other drug dependency issues using a therapeutic community approach to treatment and ongoing recovery. Solaris provides a safe, secure and supportive learning environment within a correctional setting where participants can explore and establish change within a social and personal context.

Additional supports available:

• Community and work orders
• Living skills (i.e. Daily activities. participants are allocated to a work crew on a weekly basis to learn cleaning and laundry skills. Solaris operates a weekly cooking group for participants to learn basic kitchen skills. In partnership with Care Financial, participants attend budgeting workshops.)
• Aftercare (i.e. Outreach provided)

Viral Hepatitis and Sexual Health Support

• Partnership with Hepatitis ACT

Treatment Plans

• Individualised treatment plans will be developed

Aftercare and Exit of Service

• Documented exit plan
• Aftercare support available
• Relapse prevention
• Phone support
• Links with community self-help groups
• Active referrals and support to access other services

Harm Reduction

• Harm reduction drug education and strategies (i.e. safer injecting information)
• Peer interventions: Graduates of the Solaris Program still housed on-site provide support and mentoring to junior peers

Mental Health

• Assessments include a mental health component
• Suicide risk assessment
• Relationships with Mental Health ACT (i.e. Maintaining joint management and consultation & liaison advice)
• Mental health services in-reach

Aboriginal and/or Torres Strait Islander

• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
• Aboriginal and/or Torres Strait Islander services in-reach

Culturally and Linguistically Diverse (CALD)

• Staff undertake cultural awareness training

Tobacco Management

• Designated smoking area
• Provide access to subsidised or free nicotine replacement therapies
• Service has workplace tobacco management policy

Cost

No cost
Staff available

- AOD Worker (Clinical)
- Manager

Help for Families & Carers

- Information and education offered to families and carers
- Contact with family and carers while on program

Alexander Maconochie Centre

- Program designed and delivered specifically for the Alexander Maconochie Centre

Last Updated on April 2019
Ted Noffs Foundation

Adolescent Drug Withdrawal Unit – ADWU

Community Outreach Outclient Program (COOP)

Continuing Adolescent Life Management ACT (CALM)

Program for Adolescent Life Management (Palm)
Adolescent Drug Withdrawal Unit - ADWU (Ted Noffs Foundation)

Provides up to 14 days of non-medicated residential support for young people aged 13 – 17 years experiencing withdrawal from AOD.

**Telephone:** (02) 6123 2400  
**Mailing Address:** PO Box 7132, Watson ACT 2602  
**Email address:** tnfact@noffs.org.au  
**Website:** www.noffs.org.au  
**Location:** 350 Antill St, Watson ACT 2602  
**Parent organisation:** Ted Noffs Foundation

**Access Information**

**Maximum waiting time for service:**
- Up to 4 - 6 weeks

**Target Group:**
- Under 18s specialist (i.e. young people aged 13 -18 years). Young people can have their 18th birthday while in program but cannot be admitted if 18 y-o at the time of admission.
- Accepts both ACT and interstate residents, however ACT residents get priority

**Documentation required:**
- Medicare card
- Court reports
- Medical records
- Prescriptions

**When and how to access:**

**Operating hours:** Program operating hours are 24 hours a day (7 days a week), office hours are 9am - 5pm (Monday - Friday)  
**Ways to access:** By appointment  
**Disability access:** Accessible toilets, doorways and parking  
**Referrals accepted from:** Self, friend/family, another service, GP, Courts, Police  
**Other access information:** Medication exclusions are benzodiazepines and Opioid Maintenance Therapy. Prior to undertaking an assessment, young people can contact the services to request an over the phone screen. Access can be provided to people who are intoxicated.

**Assessment**

- Assessments required
- Over the phone
- Appointment required
- Takes over 1 hour
Specialist ATOD assessment includes:

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic physical health & medical history
- Social and family history
- Domestic and family violence screening
- Criminal and legal history
- Includes other assessments such as criminal history, family history, history of trauma, strengths assessment

Treatment Plan

- An individualised treatment plan will be developed

Drug Testing

- Drug testing is conducted as part of treatment; the tests are conducted by pathology laboratories
- Types of testing used include urine drug screening

Admission Requirements for Residential Services Only

- Mobile phone stored during stay
- Emptying of pockets required
- Searching of possessions
- Possessions stored during stay
- Confiscation and disposal of alcohol and other drugs and aerosols
- Confiscation and disposal of tobacco
- Urine test required at time of admission
- iPods with phones or cameras are not permitted
- Time and days available for admission are 10am - 2pm (Monday - Thursday)
- If under 16, the young person needs an adult to sign consent forms

Programs

Program type: Youth Residential Withdrawal

Duration and intensity: Up to 2 weeks

Not able to consume alcohol or other drugs while in program: Abstinence based

Additional program description: Provides up to 14 days of non-medicated residential support for young people aged 13 – 17 years experiencing withdrawal from AOD. The program also offers information, employment support, training, relationships building, mood management, personal growth and development, relapse prevention, life and group skills. Continuing care is available post program.

Additional supports available:
• Vocational education
• Employment / work placements / traineeships / job readiness support
• Volunteering
• Recreation and sport
• Living skills
• Aftercare (i.e. Follow up phone calls and meetings)

Viral Hepatitis and Sexual Health Support

• Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
• Referrals to access screening & treatment for sexually transmitted infections with external providers
• Partnership with Hepatitis ACT

Harm Reduction

• Harm reduction drug and education and strategies (e.g. safer injecting information)

Mental Health

• Screen for mental health
• Assessments include a mental health component
• Suicide risk assessment
• Relationships with Mental Health ACT (i.e. Maintaining joint management, consultation and liaison advice)
• Staff have mental health training
• Partnerships with mental health services
• Mental health specialty staff (i.e. Psychologist)

Aboriginal and/or Torres Strait Islander

• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
• Aboriginal and/or Torres Strait Islander in-reach to service (i.e. Winnunga Nimmityjah Aboriginal Health Service and Gugan Gulwan Youth Aboriginal Corporation)
• Partnerships (i.e. MOUs are in place with Winnunga Nimmityjah Aboriginal Health Service and Gugan Gulwan Youth Aboriginal Corporation)

Culturally and Linguistically Diverse

• Staff undertake cultural awareness training

Tobacco Management

• Completely smokefree
• Screen for tobacco use
• Provide tobacco brief interventions
• Provide repeated or ongoing support and/or counselling for smoking cessation
• Provide smoking cessation support groups
• Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT
• Service has a workplace tobacco management policy

Cost

Rent & Fees: No cost, however deposit for exit money ($50) if asked to leave the program

Others: Payment required for some calls to mobile phones. Support can be provided to access Centrelink.

Staff available

• ATOD Worker (Clinical and Non-clinical)
• Psychologist
• Clinical Psychologist
• Counsellor
• Nurse in reach fortnightly

Help for Families & Carers

• Information, education and counselling offered to families and carers
• Contact with family and carers while on program (i.e. Weekly updates and family counselling sessions)
• Counselling for family and carers

Bimberi Youth Justice Centre

• Assessments (i.e. Screens and 1 hour assessments completed via phone)

Other Information

• Provide support letters for people to access ACT housing
• Preparation of reports for Care and Protection
• Preparation of reports for Courts

Last Updated on April 2019
Community Outreach Outclient Program - COOP (Ted Noffs Foundation)

Supports young people aged 12 – 17 years who are experiencing AOD issues in the community, and who do not want or need residential rehabilitation services.

**Telephone:** (02) 6123 2409  
**Mailing Address:** PO Box 7132, Watson ACT 2602  
**Email address:** stuniact@noffs.org.au  
**Website:** www.noffs.org.au  
**Location:** 23 East Row Canberra City, ACT (in the bus interchange opposite IGA)  
**Parent organisation:** Ted Noffs Foundation

**Access Information**

**Maximum waiting time for service:**
- Less than 1 week

**Target Group:**
- Young people aged 12 - 18 years
- Young men, women and couples (including same sex couples) and with accompanying children
- Accept both ACT and interstate residents but ACT resident get priority

**Documentation required:**
- No documentation required

**When and how to access:**

*Operating hours:* Program operating hours are 9am - 5pm (Monday - Friday), office hours are 9am - 5pm (Monday - Friday)  
*Ways to access:* Drop in (no appointment required), home visits and outreach  
*Referrals accepted from:* Self, friend/family, another service, GP, Courts, Police, but no referral required

**Assessment**
- Over the phone
- Face to face
- No appointment required
- Takes less than 1 hour
- Includes alcohol, tobacco and other drug assessment
- Includes mental health assessment

**Programs**
Program type: Day Program and Outreach Service

Duration and intensity: Program length depends on young person’s attendance and completion of action plan. Outreach can range from a one off appointment to regular contact of up to five years.

Philosophical approach: Harm minimisation

Additional program description: Provides individualised outreach support to young people experiencing ATOD issues. Information and education on ATOD, assistance with schooling, cooking classes, personal care and self-esteem classes and referrals are also provided. The outreach service can see young people at a location of their choice. Groups can also be facilitated in the community aimed at reducing risk associated with ATOD use.

Additional supports available:
- Community and work orders
- Vocational education
- Employment / work placement / traineeships / job readiness support
- Recreation and sport
- Living skills

Viral Hepatitis and Sexual Health Support
- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
- Referrals to access screening & treatment for sexually transmitted infections with external providers

Harm Reduction
- Harm reduction drug education and strategies (i.e. safer injecting information)
- Opioid overdose prevention and education sessions (one on one)

Mental Health
- Assessments include a mental health component
- Suicide risk assessment
- Relationships with Mental Health ACT (i.e. Maintaining joint management)
- Staff have mental health training

Aboriginal and/or Torres Strait Islander
- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
- Partnerships with Gugan Gulwan Youth Aboriginal Corporation and Winnunga Nimmityjah Aboriginal Health Service
Culturally and Linguistically Diverse (CALD)

- Staff undertake cultural awareness training

Tobacco Management

- Service has a tobacco management policy
- Provides access to subsidised or free nicotine replacement therapies including multiple types of NRT

Cost

No cost

Staff available

- ATOD Worker (Non-clinical)
- Psychologist

Help for Families & Carers

- Information and education offered to families and carers

Bimberi Youth Justice Centre

- Counselling (i.e. At the request of the young person)
- Information and education (i.e. At the request of the young person)

Other Information

- Provides support letters for people to access Housing ACT
- Preparation of reports for Care and Protection
- Preparation of reports for Courts

Last Updated on April 2019
Continuing Adolescent Life Management - CALM (Ted Noffs Foundation)

Provides up to three years of aftercare for young people who have completed the PALM program.

Telephone: (02) 6123 2400  
Mailing Address: PO Box 7132, Watson ACT 2602  
Email address: calmact@noffs.org.au  
Website: www.noffs.org.au  
Location: 23 East Row, Canberra city ACT (in the bus interchange opposite IGA)  
Parent organisation: Ted Noffs Foundation

Access Information

Maximum waiting time for service:

- No waiting period

Target Group:

- 13-21 years of age
- Young men, women and couples (including same sex couples) and with accompanying children
- Accepts both ACT and interstate residents

Documentation required:

- No documentation required

When and how to access:

Operating hours: Program operating hours are 9am - 5pm (Monday - Friday), office hours are 9am - 5pm (Monday - Friday)  
Ways to access: Drop-in (no appointment required), home visits and outreach  
Referrals accepted from: Self, friend/family, another service, GP, Courts, Police, but no referral required

Assessment

- Assessments required
- Over the phone
- Appointment required
- Takes over 1 hour

Specialist ATOD assessment includes:

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
• Basic physical health & medical history
• Social and family history
• Domestic and family violence screening
• Criminal and legal history
• Includes other assessments such as criminal history, family history, history of trauma, strengths assessment

Programs

Program type: Drop in and aftercare

Duration and intensity: Young people can be supported for up to 3 years

Philosophical approach: Harm minimisation

Additional program description: Provides up to three years of aftercare for young people who have completed the PALM program. Life coaching, mentoring, music, art and community connection are available. Counsellors are available from 9am - 5pm (Monday - Friday). This program also involves motivational interviewing, art therapy and other therapeutic supports through onsite and external facilitators.

Additional supports available:

• Vocational education (i.e. Support young people to access work or education)
• Employment / work placement / traineeships / job readiness support (i.e. Provide access to support services)
• Living skills
• Aftercare (i.e. Follow up phone calls, ongoing counselling)
• Mentoring

Mental Health

• Relationships with Mental Health ACT (i.e. Maintaining joint management)
• Staff have mental health training
• Partnerships with mental health services (i.e. Outreach into headspace)
• Groups on stress, anxiety and depression
• Mental Health Specialist (i.e. Psychologist)

Aboriginal and/or Torres Strait Islander

• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
• Partnerships with Gugan Gulwan Youth Aboriginal Corporation and Winnunga Nimmityjah Aboriginal Health Service to support young Aboriginal and/or Torres Strait Islander people
• The organisation has a Reconciliation Plan and utilises the ACTCOSS Cultural Awareness Self Assessment Toolkit

Culturally and Linguistically Diverse (CALD)
- Access to interpreter services
- CALD services in-reach

**Tobacco Management**

- Completely smokefree
- Screen for tobacco use
- Provide tobacco brief interventions
- Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT
- Service has a workplace tobacco management policy

**Cost**

No cost

**Staff available**

- ATOD Worker (Non-clinical)
- Counsellor

**Help for Families & Carers**

- Information and education offered to families and carers
- Counselling can be offered for family and carers at the request of the young person

**Bimberi Youth Justice Centre**

- Counselling (i.e. At the request of the young person)
- Information and education (i.e. At the request of the young person)

**Other Information**

- Provides support letters for people to access Housing ACT
- Preparation of reports for Care and Protection
- Preparation of reports for Courts

Last Updated on April 2019
Program for Adolescent Life Management - PALM (Ted Noffs Foundation)

Provides up to 3 months residential rehabilitation for young people aged between 13 – 17 years experiencing AOD issues.

Telephone: (02) 6123 2400
Mailing Address: PO Box 7132, Watson ACT 2602
Email address: tnfact@noffs.org.au
Website: www.noffs.org.au
Location: 350 Antill St, Watson ACT 2602
Parent organisation: Ted Noffs Foundation

Access Information

Maximum waiting time for service:

- Up to 4 - 6 weeks

Target Group:

- Young people aged between 13 - 17 years. Young people can have their 18th birthday while in program but cannot be admitted if 18 y-o at the time of admission.
- Young men and women
- Accept both ACT and interstate residents, however ACT residents get priority

Documentation required:

- Medicare Card
- Court reports
- Medical records
- Prescriptions

When and how to access:

Operating hours: Program operating hours are 24 hours a day (7 days a week), office hours are 9am - 5pm (Monday - Friday)
Ways to access: By appointment only
Disability access: Accessible toilets, doorways and parking
Referrals accepted from: Self, friend/family, another service, GP, Mental Health, Courts, Police, detention facilities
Other access information: Required to complete a withdrawal program prior to access (i.e. withdrawal program can be provided on site). Medication exclusions are Benzodiazepines and Opioid Maintenance Therapy. Prior to undertaking an
assessment, young people can contact the services to request an over the phone screen.

Assessment

- Assessments required
- Over the phone
- Appointment required
- Takes over 1 hour

Specialist ATOD assessment includes:

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic physical health & medical history
- Social and family history
- Domestic and family violence screening
- Criminal and legal history
- Includes other assessments such as criminal history, family history, history of trauma, strengths assessment

Treatment Plan

- An individualised treatment plan will be developed

Drug Testing

- Drug testing is conducted as part of treatment; the tests are conducted by pathology laboratories
- Types of testing used include urine drug screening. Urine test required at the time of admission

Admission Requirements for Residential Services Only

- Mobile phone stored during stay
- Emptying of pocket
- Searching of possessions
- Possessions stored during stay
- Confiscation and disposal of alcohol and other drugs and aerosols
- Confiscation and disposal of tobacco
- Urine test required at time of admission
• iPods with phones or cameras are not permitted
• Time and days available for admission are 10am - 2pm (Monday - Wednesday)
• If under 16, the young person needs an adult to sign consent forms
• Clients are asked to have $50 placed in order to accommodate discharge from the program to cover cost of transport home

Programs

Program type: Youth residential

Duration and intensity: Up to three months residential

Not able to consume alcohol or other drugs while in program: Abstinence based

Additional program description: Provides up to 3 months of residential rehabilitation for young people aged 13 – 17 years. Information, employment support, training, relationship building, mood management, personal growth and development, relapse prevention skills, life skills and group work are available. Up to 3 years of continuing care is available post successful completion of program: known as CALM- Continuing Adolescent Life Management.

Additional supports available:

• Community and work orders
• Vocational education
• Employment / work placements / traineeships / job readiness support
• Recreation and sports
• Living skills
• Aftercare

Viral Hepatitis and Sexual Health Support

• Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
• Referrals to access screening & treatment for sexually transmitted infections with external providers
• Provides safe sex information
• Partnership with Hepatitis ACT

Harm Reduction
• Harm reduction drug and education and strategies (i.e. harm reduction strategies, safer injecting information)
• Provides one structured harm reduction group weekly as part of program

**Naloxone:**
• Opioid overdose prevention and education sessions provided one on one as required
• Brokerage available for financial assistance towards purchase of naloxone

**Mental Health**
• Screen for mental health
• Assessments include a mental health component
• Suicide risk assessment
• Relationships with Mental Health ACT (i.e. Maintaining joint management, consultation and liaison advice)
• Partnerships with mental health services
• Mental Health specialty staff (i.e. Psychologist)

**Aboriginal and/or Torres Strait Islander**
• Staff undertake Aboriginal and Torres Strait Islander cultural awareness training
• Aboriginal and/or Torres Strait Islander in-reach to service (i.e. Winnunga Nimmityjah Aboriginal Health Service and Gugan Gulwan Aboriginal Corporation)
• Partnerships (i.e. MOUs are in place with Winnunga Nimmityjah Aboriginal Health Service and Gugan Gulwan Youth Aboriginal Corporation)

**Culturally and Linguistically Diverse (CALD)**
• Staff undertake cultural awareness training

**Tobacco Management**
• Smokefree
• Screen for tobacco use
• Provide tobacco brief interventions
- Provide repeated or ongoing support and/or counselling for smoking cessation
- Provide smoking cessation support groups
- Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT
- Service has a workplace tobacco management policy

**Cost**

**Rent & Fees:** $160 per week (i.e. Centrelink clients will receive rent assistance; Centerpay will be setup. Payment is not a requirement of entry and all cost are negotiable)

**Others:** Support can be provided to access Centrelink. Payment required for some calls to mobile phones.

**Staff available**

- AOD Worker (Clinical and Non-clinical)
- Psychologist
- Clinical Psychologist
- Counsellor

**Help for Families & Carers**

- Information, education and counselling offered to families and carers
- Contact with family and carers while on program (i.e. Weekly updates and family counselling sessions)

**Bimberi Youth Justice Centre**

- Assessments (i.e. Screens and assessments completed via phone)

**Other Information**

- Provides support letters for people to access Housing ACT
- Preparation of reports for Care and Protection
- Preparation of reports for Courts
- Day leave provided (i.e. After 28 days)
- Night leave provided (i.e. After 28 days)
Last Updated on April 2019
The Salvation Army

Canberra Recovery Services (Bridge Program)
Canberra Recovery Services - Bridge Program (The Salvation Army)

Provides a residential rehabilitation program for people experiencing AOD and/or gambling dependencies.

**Telephone:** (02) 6295 1256  
**Fax:** (02) 6295 3766  
**Mailing Address:** PO Box 4181, Kingston ACT 2604  
**Email address:** crs@aue.salvationarmy.org  
**Location:** 5-13 Mildura St, Fyshwick ACT 2609  
**Parent organisation:** The Salvation Army

### Access Information

#### Maximum waiting time for service:

- Waiting time varies depending on bed availability and assessment
- Callback to book an assessment within 48 hours of initial call
- Admission will be negotiated based on need and bed availability

#### Pre-Treatment support:

- Support available while on the waiting list
- Assessment
- Phone support
- Information and advice
- Active referrals and support to access other services

#### Target Group:

- Adults
- Men and women
- Accepts both ACT and interstate residents, however ACT residents get priority
- Parents with dependent children will be considered for access to a day program if they are unable to participate in the residential program

#### Documentation required:

- Identification
- Medicare Card
- Concession card
- Court reports
- Medical records
- Prescriptions
- Additional documentation may be required (determined through the assessment process).
When and how to access:

- **Operating hours**: Program operating hours are 24 hours a day (7 days a week), office hours are 9am - 5pm (Monday - Friday)
- **Ways to access**: By appointment only
- **Disability access**: Accessible parking
- **Referrals accepted from**: Self, friend/family, another service, GP, Courts, Police, and Corrective Services
- **Transport assistance**: Available
- **Other access information**:
  - Requirement to complete a withdrawal program.
  - Medication exclusions will all be assessed on application for admission (includes opioid pharmacotherapies).

Assessment

- Assessment required
- Over the phone
- Face to face
- Takes less than 1 hour

Specialist ATOD assessment include:

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic physical health & medical history
- Social and family history
- Criminal and legal history
- Risk assessment

Treatment Plans

- An individualised treatment plan will be developed

Drug Testing

- Drug testing is conducted as part of treatment; the tests are conducted in-house/on-site by program staff and conducted by pathology laboratories
- Types of testing used include urine drug screening, breath alcohol concentration by Alcohol Breathalyzer

Admission Requirements for Residential Services Only

- Mobile phone stored during first three weeks of program
- Searching of possessions
- Confiscation and disposal of alcohol and other drugs
- Time and days available for admission are 9am - 3pm (Monday to Wednesday)
Programs

**Program type:** Residential rehabilitation. There may be provision for access to day programs where dependent children or other constraints prevent participation in the residential program.

**Model:** Therapeutic Community

**Duration and intensity:** Participant directed with staged and case managed completion points (based on need identified through collaborative case planning).

**Not able to consume alcohol or other drugs while in program:** Abstinence based

**Philosophical approach:** Faith based 12 step

**Additional program description:** Provides a residential rehabilitation program for alcohol and other drug and / or gambling issues with staged and case managed completion points. Program includes group and individual support sessions, career training and employment options, recreational and social activities, participation in 12 Step recovery meetings and provision of family support. Participants are required to participate in all program activities and meetings. Individual case planning is underpinned by a Collaborative Recovery Model.

**Additional supports available:**

- Work and development program (ACT) and Community and Work Orders (NSW)
- Vocational education (i.e. Internally and externally)
- Support to identify areas of interest and job readiness is provided
- Community duties (i.e. Participants are supported to volunteer in the community, and also contribute to the operation of the service, including duties in the kitchen, grounds, front reception desk and the Salvation Army Family Store)
- Recreation & sport (i.e. Teams compete in indoor soccer competitions, volleyball and touch footy. Tennis, basketball and volleyball courts are available on site. Regular social activities are arranged including BBQ’s, trips away to the snow or coast, bowling, movies, paintball, etc.)
- Emergency relief (i.e. Access can be provided to the Salvation Army Welfare Service that is able to support participants who find themselves in difficulty)
- Brokerage (i.e. Brokerage for additional services relevant to an individuals case plan goals can be provided, clients are assessed for eligibility for a clothing voucher on admission)
- Living skills (i.e. Cooking, budgeting and self-care)
- Aftercare (i.e. Access to transitional housing, support groups, relapse prevention support, social activities and case management)

**Viral Hepatitis and Sexual Health Support**

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers
• Supports people with advanced liver disease to access ongoing liver monitoring support through external organisations,
• Partnership with Hepatitis ACT
• Referrals to access screening & treatment for sexually transmitted infections with external providers

Aftercare and Exit of Service

• Documented exit plan
• Aftercare support available
• Relapse prevention
• Phone support
• Links with community self-help groups
• Active referrals and support to access other services

Harm Reduction

• Harm reduction drug and education and strategies (i.e harm reduction strategies, safer injecting information)
• Provides safe sex information

Mental Health

• Screen for mental health
• Assessments include a mental health component
• Suicide risk assessment
• Relationships with Mental Health ACT (i.e. Maintaining joint management, consultation and liaison advice)
• Staff have mental health training
• Partnerships with mental health services
• Mental health services in-reach

Aboriginal and/or Torres Strait Islander

• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
• Aboriginal and Torres Strait Islander in-reach to service
• Participants are supported to engage with Winnunga Nimmityjah Aboriginal Health Services and cultural support services

Culturally and Linguistically Diverse (CALD)

• Access to interpreter services
• Culturally and linguistically diverse staff

Tobacco Management

• Designated smoking area(s)
• Screen for tobacco use
• Provide tobacco brief interventions
• Provide repeated or ongoing support and/or counselling for smoking cessation
• Provide smoking cessation support groups
• Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT
• Provide access to GPs/medical officers to prescribe NRT patches or other smoking cessation pharmacotherapies
• Service has a workplace tobacco management policy
• Service participating the in the We Can Program - Communities Accessing all-types of NRT

Cost

Rent & Fees: 80% of the gross Centrelink benefit received by each participant (or an agreed upon amount for those not eligible for Centrelink benefits). A one off $50 admission fee and upfront fee (2 weeks rent in advance) is required however ability to pay is considered on an individual basis.

Others: Support can be provided to access Centrelink and to seek an exemption from requirement to be looking for work with Centrelink while engaged in program.

Staff Available

*consumers are supported to access medical services

- AOD workers (Clinical and Non-clinical)
- Counsellor
- Manager

Help for Families & Carers

- Information and education offered to families and carers
- Contact with family and carers while on program (i.e. Families and carers are welcome to visit the centre and can be supported to access other Salvation Army Programs)
- Family support groups (i.e. Provided off-site)

Alexander Maconochie Centre

- Assessments conducted by AMC case managers using CRS assessment forms
- Referrals are accepted from Community Based Corrections as part of parole conditions

Other Information

- Provides support letters for people to access Housing ACT
- Preparation of reports for Care and Protection
• Preparation of reports for Courts
• Preparation of reports for Corrective Services
• Restoration planning for families with children involved in Child Protection system
• Day leave provided (i.e. Day leave on weekends may be available after completing Induction Phase (three weeks))
• Night leave provided (i.e. Weekend leave, from Friday evening to Sunday evening, may be available every two weeks after completing five weeks in Recovery Phase level 1 (8 weeks in Program))

Last Update on April 2019
Toora Women Inc.

Alcohol and Other Drug (AOD) Counselling Service

Alcohol and Other Drug (AOD) Day Program

Lesley's Place Drug and Alcohol Residential and Outreach Service

Marzenna Drug and Alcohol Residential Service
Alcohol and Other Drug (AOD) Counselling Service (Toora Women Inc.)

Provides counselling for women with AOD issues and other complex traumas.

**Telephone:** (02) 6122 7070 or (02) 6241 7233  
**Mailing Address:** PO Box 106, Jamison Centre ACT 2614  
**Email address:** counselling@toora.org.au  
**Website:** [www.toora.org.au](http://www.toora.org.au)  
**Location:** Room G.02, Ground Level, Griffin Centre, 20 Genge St, Canberra City ACT 2600  
**Parent organisation:** Toora Women Inc.

**Access Information**

**Maximum waiting time for service:**

- Waiting time varies, outreach begins at the point of assessment and program entry will be dependent on counsellor availability

**Pre-Treatment support:**

- Support available on the waiting list
- Assessment
- Outreach
- Phone support
- Information and advice
- Active referrals and support to access other services

**Target Group:**

- Women only
- Accepts both ACT and interstate residents
- ACT residents get priority

**Documentation required:**

- No documentation required

**When and how to access:**

*Operating Hours:* Office operating hours are 9am - 5pm (Monday - Friday).  
*Ways to access:* By appointment only, home visits, outreach  
*Disability access:* Accessible toilets, doorways, lifts and parking.  
*Referrals accepted from:* Self, another service, GP  
*Transport available:* No transport available  
*Other access information:* Women may not attend when intoxicated.

**Assessment**
• Assessment required
• Appointment required (unless out of state)
• Over the phone
• Face to face
• Takes more than 1 hour
• Assessment may take multiple sessions

Specialist ATOD assessment includes:

• Comprehensive alcohol, tobacco and other drug assessment
• Comprehensive mental health history
• Basic physical health & medical history
• Social and family history
• Domestic and family violence screening
• Criminal and legal history
• Risk Assessment

Treatment Plan

• An individualised treatment plan will be developed

Programs

Program type: Counselling (women only and gender specific)

Model: Relapse prevention, trauma informed, Solution-focused therapies, motivational interviewing, Cognitive Behavioural Therapy, Acceptance and Commitment Therapy

Duration and intensity: 4, 8 or 12 weeks

Not able to consume alcohol or other drugs while in program: Women may not attend sessions when intoxicated but are not required to be abstinent while attending the program

Philosophical approach: Harm minimisation and holistic models of health

Additional program description:

Provides specialist AOD counselling for women with AOD issues and other interrelated issues such as trauma, domestic and family violence, mental health and homelessness. Counselling can be packaged into 4, 8 or 12 x weekly sessions, with extended options available. Counselling services can be offered as a continuation of care option for women who are, or have, accessed other Toora Women Inc AOD programs (including day programs and residential services). Counsellors also provide a ‘Healing Trauma Group’ with sessions focused on psycho-education around power and abuse, the process of trauma, trauma symptoms, anger, grounding and self-care and respectful relationships.
Additional supports available:

- Aftercare: Follow up phone calls and meetings and ongoing counselling

Viral Hepatitis and Sexual Health Support

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers,
- Referrals to access screening & treatment for sexually transmitted infections with external providers
- Provides safe sex information

Aftercare and Exit of Service

- Documented exit plan
- Aftercare support available
- Relapse prevention
- Phone support
- Links with community self help groups (e.g. 12 step)
- Active referrals and support to access other services

Harm reduction initiatives

- Harm reduction drug education and strategies (i.e. safer injecting information)

Naloxone:

- Opioid overdose prevention and education sessions
- Program can facilitate access to a GP for a naloxone script

Mental Health

- Screen for mental health
- Assessments include a mental health component
- Suicide risk assessment
- Staff have mental health training
- Counsellors have assessment skills, not diagnostic skills. Input from other mental health professionals will be sought with client consent.

Aboriginal and/or Torres Strait Islander

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
- Toora Women Inc. has a Reconciliation Action Plan

Culturally and Linguistically Diverse (CALD)

- Access to interpreter services
• Access to staff that speak a language other than English (i.e. Spanish, Serbian)
• Culturally and linguistically diverse staff

Tobacco Management

• Completely smokefree
• Screen for tobacco use
• Provide tobacco brief interventions
• Provide repeated or ongoing support and/or counselling for smoking cessation
• Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT
• Provide access to GPs/medical officers to prescribe NRT patches or other smoking cessation pharmacotherapies
• Nicotine pharmacotherapy provided
• Service has a workplace tobacco management policy

Cost

Staff available

• AOD Worker (Clinical, Non-clinical)
• Counsellor

Help for Families & Carers

• Information, education and counselling offered to families and carers of women affected by alcohol and other drug use, including information about drug use, a family support group and referral to other support services for families.

Other Information

• Provides support letters for people to access Housing ACT

Last Updated on April 2019
Alcohol and Other Drug (AOD) Day Program (Toora Women Inc.)

8-week AOD day rehabilitation program that provides information, education, case management and counselling, to women to minimise the harms associated with AOD and other dependency.

**Telephone:** (02) 6241 7233  
**Mailing Address:** PO Box 106, Jamison Centre ACT 2614  
**Email address:** tooraAODservice@toora.org.au  
**Website:** [www.toora.org.au](http://www.toora.org.au)  
**Location:** Room 2.09, Level 2, Griffin Centre, 20 Genge St, Canberra City ACT 2600  
**Parent organisation:** Toora Women Inc.

### Access Information

**Maximum waiting time for service:**

- Waiting time varies, outreach begins at the point of assessment and program entry will be dependent on contact, motivation and engagement with the ATOD worker.

**Pre-Treatment support:**

- Support available on the waiting list  
- Assessment  
- Counselling  
- Outreach  
- Phone support  
- Information and advice  
- Case management  
- Active referrals and support to access other services

**Target Group:**

- Women only (including with accompanying children under 12 months of age only)  
- Accepts both ACT and interstate residents

**Documentation required:**

- No documentation required

**When and how to access:**

*Operating Hours:* Office operating hours are 9am - 5pm (Monday - Friday). The Women’s Day Program operates between 9:30am - 3pm (Monday - Wednesday).  
*Ways to access:* By appointment only  
*Disability access:* Accessible toilets, doorways, lifts and parking.  
*Referrals accepted from:* Self, friend/family, another service, GP, Courts, Corrective
services and Police. Referrals taken over the phone Monday – Friday 9am - 5pm

Transport available: No transport available

Childcare available: Support to access childcare is available (but limited) for those accessing the AOD Day Program

Other access information: Women may not attend when intoxicated.

Assessment

- Assessment required
- Appointment required (unless out of state)
- Over the phone
- Face to face
- Takes minimum of 1 hour

Specialist ATOD assessment includes:

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic physical health & medical history
- Social and family history
- Domestic and family violence screening
- Criminal and legal history
- Risk assessment

Treatment Plan

- An individualised treatment plan will be developed

Programs

Program type: Day program

Model: Relapse prevention, trauma informed, Solution-focused therapies, motivational interviewing, Cognitive Behavioural Therapy, Acceptance and Commitment Therapy

Duration and intensity: 8 weeks

Not able to consume alcohol or other drugs while in program: Women may not attend groups when intoxicated but are not required to be abstinent while attending the program

Philosophical approach: Harm minimisation and holistic models of health

Additional program description:
Provides an 8-week structured therapeutic group program and includes a range of topics such as practical strategies to manage alcohol and other drug use and prevent relapse, manage stress, anxiety, anger and depression, improve self esteem
and relationship skills, gain practical living skills, including parenting skills. Also provides case management and counselling.

All participants develop an individualised treatment plan with an ATOD worker prior to participating in the group and have the support of the ATOD worker throughout the group program.

The program runs in 8-week blocks but women can join at any time and can re-attend the program as needed to achieve their goals.

Additional supports available:

- Community and work orders (i.e. Registered with Work Development Program (ACT) and Work and Development Orders (NSW))
- Living skills (i.e. Communication skills and self advocacy)
- Aftercare: Follow up phone calls and meetings and ongoing counselling

Viral Hepatitis and Sexual Health Support

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers,
- Referrals to access screening & treatment for sexually transmitted infections with external providers
- Provides safe sex information

Aftercare and Exit of Service

- Documented exit plan
- Aftercare support available
- Relapse prevention
- Phone support
- Links with community self help groups (e.g 12 step)
- Active referrals and support to access other services

Harm reduction initiatives

- Harm reduction drug education and strategies (i.e safer injecting information)

Naloxone:

- Opioid overdose prevention and education sessions
- Program can facilitate access to GP for a naloxone script

Mental Health

- Assessments include a mental health component
- Suicide risk assessment
- Relationships with Mental Health ACT
- Staff have mental health training
• Partnerships with mental health services

**Aboriginal and/or Torres Strait Islander**

• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
• Aboriginal and/or Torres Strait Islander specific tools
• Specific projects (i.e. Open Day at Gugan Gulwan and self esteem group as requested by workers)
• Toora Women Inc. has a Reconciliation Action Plan

**Culturally and Linguistically Diverse (CALD)**

• Access to interpreter services
• Access to staff that speak a language other than English (i.e. Spanish, Serbian)
• Culturally and linguistically diverse staff
• Tools and resources in different languages (i.e. Resources on benzodiazepines and hepatitis c)
• Staff undertake cultural awareness training

**Tobacco Management**

• Smokefree
• Screen for tobacco use
• Provide tobacco brief interventions
• Provide repeated or ongoing support and/or counselling for smoking cessation
• Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT
• Provide access to GPs/medical officers to prescribe NRT patches or other smoking cessation pharmacotherapies
• Nicotine pharmacotherapy provided
• Service has a workplace tobacco management policy

**Cost**

• No cost
• Support can be provided to access Centrelink

**Staff available**

• AOD Worker (Clinical, Non-clinical)
• Counsellor

**Help for Families & Carers**

• Information, education and counselling offered to families and carers of women affected by alcohol and other drug use, including information about
drug use, a family support group and referral to other support services for families.

**Alexander Maconochie Centre**

- Outreach supports offered fortnightly to women in the AMC to provide information and education either individually or in group format
- Harm minimisation and post release program support information provided
- Case management begins on release and continues post release
- Referrals
- Information and education
- Harm reduction
- Groups: Pathways from Prison

**Other Information**

- Provides support letters for people to access Housing ACT
- Preparation of reports for Care and Protection
- Preparation of reports for Courts

Last Updated on April 2019
Lesley's Place Drug and Alcohol Residential and Outreach Service
(Toora Women Inc.)

Provides up to three months of supported accommodation and outreach support for
women (including those with accompanying children) who are experiencing ATOD
problems.

Telephone: (02) 6241 7233
Mailing Address: PO Box 106, Jamison Centre, Jamison ACT 2614
Email address: tooraAODservice@toora.org.au
Website: www.toora.org.au
Location: Confidential
Parent organisation: Toora Women Inc.

Access Information

Maximum waiting time for service:

- Waiting time varies, outreach begins at the point of assessment and program
  entry will be dependent on contact, motivation and engagement with the
  ATOD worker

Pre-Treatment support:

- Support available while on the waiting list
- Assessment
- Counselling
- Phone support
- Information and advice
- Active referrals and support to access other services
- Access to Smart Recovery and Open Door

Target Group:

- Women only and with accompanying children under the age of 13 years
- Accept both ACT and interstate residents but ACT residents get priority

Documentation required:*

- Medicare Card
- Concession Card
- Court reports
- Medical records
- Prescriptions
- Care and Protection Orders.
*These and other document are required for medical and other support, not for obtaining access to the service

**When and how to access:**

*Operating hours:* Program operating hours are 24 hours a day 7 days a week, office hours are 9am - 5pm (Monday - Friday). Reduced services are offered on a Saturday. An emergency 24-hour on-call service is available to residents.  
*Ways to access:* By appointment only and outreach, drop in for some group programs  
*Disability access:* Accessible doorways and parking.  
*Referrals accepted from:* Self, friend/family, another service, GP, Courts, Corrective Services, Police  
*Childcare availability:* No childcare services available  
*Other access information:* Requirement to complete a supervised withdrawal program prior to access. Women on pharmacotherapies, benzodiazapines and prescribed medications are accepted into the residential program. Some medical exclusions may apply.

**Assessment**

- Assessment required  
- Appointment required (unless out of state)  
- Over the phone  
- Face to face  
- Takes minimum of 1 hour

**Specialist ATOD assessment includes:**

- Comprehensive alcohol, tobacco and other drug assessment  
- Comprehensive mental health history  
- Basic Physical health & medical history  
- Social and family history  
- Domestic and family violence screening  
- Criminal and legal history  
- Risk assessment

**Treatment Plan**

- An individualised treatment plan will be developed

**Drug Testing**
Drug testing is conducted as part of treatment; the tests are conducted in-house/on-site by program staff
Types of testing used include urine drug screening

Admission Requirements for Residential Services Only

- Time and days available for admission are 9am - 3pm (Monday - Wednesday)
- Confiscation and disposal of alcohol
- Confiscation and disposal of drugs
- Womens possessions will be searched for non-permitted items
- Non-permitted items will be confiscated and where necessary disposed of

Treatment Plans

- An individualised treatment plan will be developed

Programs

Program type: ATOD specific supported accommodation and outreach

Model: Relapse prevention, trauma informed, Solution-focused therapies, motivational interviewing, Cognitive Behavioural Therapy, Acceptance and Commitment Therapy

Duration and intensity: Usually up to 3 months

Not able to consume alcohol or other drugs while in program:
Residential: women are required to be abstinent from alcohol and non-prescription drugs throughout their stay.
Outreach: abstinence is not required to begin the outreach program.

Philosophical approach: Harm minimisation and holistic models of health

Additional program description:
Residential Service: provides recovery-based supported accommodation for up to 3 months for women (including those with accompanying children). Information, education, therapeutic group work, advocacy, referral, practical and emotional support is also available. Case management treatment plans and weekly recovery plans are developed to support women to identify and achieve goals. Women are provided access to an 8-week Day Program (see Toora Women Inc's AOD Day Program). Ongoing support can be provided through the outreach service.
Outreach Service: provides ATOD support for women who are pre, during and post ATOD withdrawal. Information, education, advocacy, referral, practical and emotional support are also available. Support to access ATOD treatment and allied programs is also provided. Provides open door drop in and specialist focus interventions through Smart Recovery Group and Methamphetamine Group.

Additional supports available:

- Community and work orders
- Assistance with job readiness and support in accessing training and study courses is available
- Living skills (i.e. Development of living skills is addressed in women's support and recovery plans and though group work)
- Aftercare: Follow up phone calls and meeting and ongoing counselling (i.e. Outreach support is available for 3 months post residential stay)
- Access to 12 step fellowship and SMART Recovery groups

Viral Hepatitis and Sexual Health Support

- Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers,
- Referrals to access screening & treatment for sexually transmitted infections with external providers
- Provides safe sex information

Aftercare and exit of service

- Documented exit plan
- Aftercare support available
- Relapse prevention
- Links with community self help groups (e.g. 12 step)
- Active referrals and support to access other services

Harm Reduction

- Harm reduction drug education and strategies (i.e. safer injecting information), Participants attend AOD Day Program sessions

Naloxone:

- Opioid overdose prevention and education sessions
- Program can facilitate access to GP for a naloxone script
Mental Health

- Screen for mental health
- Assessments include a mental health component
- Suicide risk assessment
- Relationships with Mental Health ACT (i.e. Maintaining joint management)
- Staff have mental health training (i.e. Trauma, post traumatic stress disorder, mindfulness, self harming behaviours, and other counselling modes)
- Partnerships with mental health services
- Mental health in-reach to service (i.e. Mental Health workers can visit women on the premises)
- Provides referrals to, and has established links with a Clinical Psychologist

Aboriginal and/or Torres Strait Islander

- Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
- Aboriginal and/or Torres Strait Islander in-reach to service
- Partnerships with Winnunga Nimmityjah Aboriginal Health Service
- Aboriginal and/or Torres Strait Islander specific tools
- Toora Women Inc. has a Reconciliation Action Plan

Culturally and Linguistically Diverse (CALD)

- Access to interpreter services
- Access to staff that speak a language other than English (i.e. One staff member speaks Spanish, and there is a diverse range of languages spoken by staff throughout Toora Women Inc)
- Culturally and linguistically diverse staff
- Tools and resources in different languages (i.e. Includes resources on benzodiazepines and hepatitis c)
- Partnerships with CALD services
- Staff undertake cultural awareness training

Tobacco Management

- Smokefree
- Screen for tobacco use
- Provide tobacco brief interventions
- Provide repeated or ongoing support and/or counselling for smoking cessation
• Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT
• Provide access to GPs/medical officers to prescribe NRT patches or other smoking cessation pharmacotherapies
• Nicotine pharmacotherapy provided
• Service has a workplace tobacco management policy

Cost

Rent & Fees:

<table>
<thead>
<tr>
<th>% Income or $ flat rate</th>
<th>Client situation</th>
</tr>
</thead>
<tbody>
<tr>
<td>25%</td>
<td>Basic income for clients aged over 21 years</td>
</tr>
<tr>
<td>15%</td>
<td>Basic income for clients aged 18-21 years</td>
</tr>
<tr>
<td>15%</td>
<td>Family Tax Benefit Part A Payments (if applicable)</td>
</tr>
<tr>
<td>100%</td>
<td>Commonwealth Rental Assistance (where eligible)</td>
</tr>
<tr>
<td>$40.00</td>
<td>Utilities Contribution</td>
</tr>
<tr>
<td>$10.00</td>
<td>Service Fee</td>
</tr>
<tr>
<td>$100.00</td>
<td>Meals Contribution</td>
</tr>
</tbody>
</table>

Others: Support can be provided to access Centrelink and seek an exemption from requirement to be looking for work with Centrelink while engaged in program.

Staff available

• AOD Worker (Clinical and non-clinical)
• Counsellor
• Manager

Help for Families & Carers

• Information and education offered to families and carers
• Contact with family and carers while on program
Alexander Maconochie Centre

- Information and education
- Harm reduction
- Groups
- Outreach supports offered fortnightly to women in the AMC to provide information and education either individually or in group format
- Harm minimisation and post release program support information provided
- Case management begins on release and continues post release
- Referrals are accepted for people in the AMC
- Referrals are accepted from Community Based Corrections as par of a persons parole conditions

Other Information

- Provides support letters for people to access Housing ACT
- Preparation of reports for Care and Protection
- Preparation of reports for Courts
- Day leave provided (i.e. Women are allowed to leave the premises as per individual support plan)
- Night leave provided (i.e. Night leave is negotiated individually through support planning)
- Restoration planning for families with children involved with Child Protection systems

Last Updated on April 2019
Marzenna Drug and Alcohol Residential Service (Toora Women Inc.)

Provides transitional supported accommodation, for a maximum of 12 months depending on individual circumstances, for women experiencing AOD problems and accompanying children.

Telephone: (02) 6241 7233  
Mailing Address: PO Box 106, Jamison Centre, Jamison ACT 2614  
Email address: tooraAODservice@toora.org.au  
Website: www.toora.org.au  
Location: Confidential  
Parent organisation: Toora Women Inc.

Access Information

Maximum waiting time for service:

- Waiting time varies, outreach begins at the point of assessment and program entry will be dependent on contact, motivation and engagement with the ATOD worker

Pre-Treatment support:

- Support available while on the waiting list
- Counselling
- Outreach
- Phone support
- Information and advice
- Case management
- Active referrals and support to access other services

Target Group:

- Women only, and with accompanying children who are under the age of 13 years
- Young women over 16 may be able to access the program

Documentation required:

- Medicare Card
- Concession Card
- Court reports
- Medical records
- Prescriptions
• Care and Protection Orders

*These and other documents are required for medical and other support, not for obtaining access to the service.

**When and how to access:**

*Operating hours:* Program operating hours are 24 hours a day, 7 days a week, office hours are 9am - 5pm (Monday - Friday). Reduced services are offered on a Saturday. An emergency 24-hour on-call service is available to residents.

*Ways to access:* By appointment only, outreach

*Disability access:* Accessible toilets, doorways and parking

*Referrals accepted from:* Self, friend/family, another service, GP, Courts, Corrective Services, Police

*Transport assistance available:* No transport available

*Other access information:* Requirement to complete a supervised withdrawal program prior to access. Women on pharmacotherapies, benzodiazapines and prescribed medications are accepted into the program. Some medication exclusions may apply.

**Assessment**

- Assessment required
- Appointment required (unless out of state)
- Over the phone
- Face to face
- Takes minimum of 1 hour

**Specialist ATOD assessment includes:**

- Comprehensive alcohol, tobacco and other drug assessment
- Comprehensive mental health history
- Basic Physical health & medical history
- Social and family history
- Domestic and family violence screening
- Criminal and legal history
- Risk assessment

**Treatment Plan**

- An individualised treatment plan will be developed

**Drug Testing**
Drug testing is conducted as part of treatment; the tests are conducted in-house/on-site by program staff
Types of testing used include urine drug screening

Admission Requirements for Residential Services Only

- Time and days available for admission are 9am - 3pm (Monday - Wednesday)
- Service user possessions will be searched for non-permitted items
- Confiscation and disposal of alcohol
- Confiscation and disposal of drugs
- Non-permitted items will be confiscated and where necessary disposed of

Programs

Program type: ATOD specific supported accommodation and case management

Model: Relapse prevention, trauma informed, Solution-focused therapies, motivational interviewing, Cognitive Behavioural Therapy, Acceptance and Commitment Therapy

Duration and intensity: For a maximum of 12 months depending on individual circumstances, reviewed every three months

Not able to consume alcohol or other drugs while in program: Women are required to be abstinent from alcohol and non-prescription drugs.

Philosophical approach: Harm minimisation and holistic models of health

Additional program description: Provides transitional supported accommodation. Information, education, advocacy, referral, practical and emotional support are also available. Women engage in case management and develop a weekly, and longer term, recovery plan and support plan to identify and achieve goals. Women are provided access to an 8-week Day Program (see Toora Women Inc's AOD Day Program). Outreach support is provided to women following the program. Provides specialist focus interventions through Smart Recovery Group and Methamphetamine Group.

Additional supports available:

- Women can undertake study and engage in employment while at Marzenna
- Community and work orders
- Vocational education
- Employment / work placements / traineeships / job readiness
- Volunteering
- Living skills (i.e. Support provided as required in line with support plans)
• Aftercare: Follow up phone calls, meetings and ongoing counselling (i.e. Outreach support is available for 3 months post residential stay)
• Access to 12 step fellowship and SMART Recovery groups

Viral Hepatitis and Sexual Health Support
• Referrals to access screening, treatment and ongoing monitoring for viral hepatitis with external providers,
• Referrals to access screening & treatment for sexually transmitted infections with external providers
• Provides safe sex information

Aftercare and Exit of Service
• Documented exit plan
• Aftercare support available
• Phone support available
• Relapse prevention
• Links with community self help groups (e.g. 12 step)
• Active referrals and support to access other services

Harm Reduction
• Harm reduction drug education and strategies (i.e. safer injecting information), Participants attend AOD Day Program sessions
• Opioid overdose prevention and education sessions

Mental Health
• Assessments include a mental health component
• Suicide risk assessment
• Relationships with Mental Health ACT (i.e. Maintaining joint management)
• Staff have mental health training (i.e. Trauma, post traumatic stress disorder, mindfulness, self harming behaviours, and other counselling modes)
• Mental health in-reach to service (i.e. Mental Health workers can visit women on the premises)
• Provides referrals to, and has established links with a Clinical Psychologist

Aboriginal and/or Torres Strait Islander
• Staff undertake Aboriginal and/or Torres Strait Islander cultural awareness training
• Partnerships with Winnunga Nimmityjah Aboriginal Health Service
• Aboriginal and/or Torres Strait Islander specific tools
• Toora Women Inc. has a Reconciliation Action Plan

Culturally and Linguistically Diverse (CALD)

• Access to interpreter services
• Access to staff that speak a language other than English (i.e. Spanish)
• Culturally and linguistically diverse staff
• Tools and resources in different languages
• Partnerships with CALD services
• Staff undertake cultural awareness training

Tobacco Management

• Smokefree
• Screen for tobacco use
• Provide tobacco brief interventions
• Provide repeated or ongoing support and/or counselling for smoking cessation
• Provide access to subsidised or free nicotine replacement therapies including multiple types of NRT
• Provide access to GPs/medical officers to prescribe NRT patches or other smoking cessation pharmacotherapies
• Nicotine pharmacotherapy provided
• Service has a workplace tobacco management policy

Cost

Rent & Fees:

[table id=3 /]

Staff available

• AOD Worker (Clinical and non-clinical)
• Counsellor
Help for Families & Carers

- Information and education offered to families and carers
- Contact with family and carers while on program

Alexander Maconochie Centre

- Information and education
- Harm reduction
- Groups
- Outreach supports offered fortnightly to women in the AMC to provide information and education either individually or in group format
- Harm minimisation and post release program support information provided
- Case management begins on release and continues post release
- Referrals

Other Information

- Provides support letters for people to access Housing ACT
- Preparation of reports for Care and Protection
- Preparation of reports for Courts
- Day and night leave provided (i.e. Women are allowed to leave the premises as per individual support plan)

Last Update on April 2019
Alcohol, Tobacco and Other Drug Services
Alcohol, Tobacco and Other Drug Services (Winnunga Nimmityjah Aboriginal Health and Community Services)

Aboriginal and Torres Strait Islander community-controlled primary healthcare which includes clinical and non-clinical interventions for drug and alcohol issues.

**Telephone:** (02) 6284 6222  
**Fax:** (02) 6284 6200  
**Mailing Address:** 63 Boolimba Cres, Narrabundah ACT 2604  
**Email address:** winadmin@winnunga.org.au  
**Website:** www.winnunga.org.au  
**Location:** 63 Boolimba Cres, Narrabundah ACT 2604  
**Parent organisation:** Winnunga Nimmityjah Aboriginal Health and Community Services

**Access Information**

**Maximum waiting time for service:**
- No waiting period

**Pre-Treatment support:**
- Assessment
- Counselling
- Phone support
- Information and advice
- Case management
- Active referrals ans support to access other services

**Target Group:**
- Men, women and couples (including same sex couples) and with accompanying children
- Accepts both ACT and interstate residents
- Priority given to Aboriginal and/or Torres Strait Islander people

**Documentation required:**
- Medicare Card
- Concession Card (if applicable)

**When and how to access:**
*Operating hours:* Program and office operating hours are 9am - 5pm (Monday - Friday)  
*Ways to access:* Drop in, no appointment required  
*Disability access:* Accessible toilets, doorways and parking.  
*Referrals accepted from:* No referral required  
*Other access information:* Support can be provided to people who are intoxicated
Assessment

- No assessment required
- Face to face
- Over the phone
- No appointment required
- Includes alcohol, tobacco and other drug assessment
- Includes mental health assessment
- Includes physical health assessment

Treatment Plans

- No treatment plan required

Programs

Program type: Aboriginal and Torres Strait Islander community-controlled primary healthcare including drug and alcohol clinical and non-clinical services

Model: Harm minimisation

Duration and intensity: Varies from single session to ongoing support

Not able to consume alcohol or other drugs while in program: Not able to consume alcohol or other drugs on site

Philosophical approach: Aboriginal community-controlled, holistic, primary healthcare

Additional program description: Services include primary health care, counselling, advocacy, community education, pharmacotherapy prescription, groups, referrals and support to people accessing alcohol and drug treatment programs. The Drug and Alcohol Team works closely with other Winnunga staff to ensure holistic service provision.

Winnunga Nimmityjah Aboriginal Health and Community Services also provides:

Road to Recovery Program: 6-week yarning and information program for Aboriginal and Torres Strait Islander people experiencing drug and alcohol problems accessing the Winnunga Nimmityjah Aboriginal Health and Community Services facilitated by the Drug and Alcohol Team.

No More Boondah: A weekly one hour smoking cessation and reduction support group. Also provides phone support, outreach and follow up. Sessions are held on Thursdays at 11am.

Needle and Syringe Program: Open during business hours and a syringe vending machine is also available 24 hours onsite.
**Opioid Maintenance Treatment:** Prescribing and has a dedicated alcohol and other drug nurse to work with Opioid Maintenance Therapy clients.

**Additional supports available:**
- Support to access BBV and STI screening
- Living skills

**Aftercare and exit of service**
- Aftercare support available
- Active referrals and support to access other services

**Harm reduction initiatives**
- Harm reduction drug education and strategies
- Provision of sterile injecting equipment

**Mental Health**
- Screening for mental health
- Assessment include a mental health component
- Suicide risk assessment
- Relationships with Mental Health ACT (i.e. Maintaining joint management and consultation with Mental Health ACT)
- Staff have mental health training
- Partnerships with mental health services
- Mental health in-reach to service
- Mental health specialist staff (i.e. Psychiatrist, psychologist, dual diagnosis health worker, mental health nurse, tobacco action workers, social and emotional wellbeing workers)

**Aboriginal and/or Torres Strait Islander**
- Program designed and delivered specifically for Aboriginal and/or Torres Strait Islander people
- Staff undertake Aboriginal and Torres Strait Islander awareness training
- Aboriginal and/or Torres Strait Islander staff

**Culturally and Linguistically Diverse**
- Staff undertake cultural awareness training

**Tobacco Management**
- Smokefree
- Screen for tobacco use
- Provide tobacco use
- Provide tobacco brief interventions
• Provide repeated or ongoing support and/or counselling for smoking cessation
• Provide smoking cessation support groups (i.e. No More Boondah every Thursday at Winnunga at 11am)
• Provide access to subsidised or free nicotine replacement therapies (i.e. Through PBS and Close the Gap) and including multiple types of NRT
• Provide access to GPs/medical officers to prescribe NRT patches or other smoking cessation pharmacotherapies
• Nicotine pharmacotherapy provided
• Service has a workplace tobacco management policy

Cost
No cost

Others: Support can be provided to access Centrelink

Staff available

• ATOD Worker (Clinical and non-clinical)
• Nurse
• Psychologist
• Clinical psychologist
• Psychiatrist
• Social worker
• General Practitioner
• Addiction Medicine Specialist
• Smoking cessation worker
• Other medical practitioner
• Counsellor

Help for Families & Carers

• Information, education and counselling offered to families and carers

Alexander Maconochie Centre

• Information and education
• Referrals are accepted for people in the AMC
• Counselling, information and education groups
• Specific smoking cessation supports
• Aboriginal Social Health Worker provides support to Aboriginal and Torres Strait Islander people in the AMC

Bimberi Youth Justice Centre

• Counselling, information and education (i.e. Harm Reduction Assessment Groups)
• Specific smoking cessation supports
• Aboriginal Health Worker provides primary health care to Aboriginal and Torres Strait Islander people in Bimberi through monthly Aboriginal and Torres Strait Islander Health Clinic.
• Groups (i.e. sporting activities)

Other Information

• May provides support letters for people to access Housing ACT

Last Update on April 2019