

## At DIRECTIONS ACT:

- *We believe in harm minimisation*
- *We believe people can overcome addiction*
- *We believe that crisis provides opportunity for growth*
- *We believe in promoting respect and dignity for all*
- *We believe that people have control of their lives and are capable of making life changing decisions*

## Our Programs:

- Support Groups
- Party Safe Project
- Counselling Services
- Community Education
- Arcadia House Detox and Transition Program
- Althea Wellness Centre
- Healthy Food Healthy Me
- Treatment Support Service
- Needle and Syringe Program
- Community Health Promotion
- Inside Out Throughcare Program

## Our Mission Statement

To promote and maximise the health and wellbeing of individuals, families and communities affected by alcohol and/or other drug related harm.

To improve health, social and economic outcomes by reducing the harmful effects of licit and illicit drug use in the ACT and region.

## Our Aims

To implement intervention, assistance and support services to drug dependent persons, their significant others, extended families and the broader community through the optimisation of all available resources within the organisation and the community.

## DIRECTIONS ACT

1 Bradley Street  
WODEN ACT 2606

**Ph: 6122 8000**

Fax: 6122 8001

**Email: [reception@directionsact.com](mailto:reception@directionsact.com)**

Website: [www.directionsact.com](http://www.directionsact.com)

PO Box 538 Woden ACT 2606

## DIRECTIONS ACT

## Client Information Brochure



Promoting respect and dignity for all

## About DIRECTIONS ACT

DIRECTIONS ACT has been in Canberra for many years and is well known in the community. It is fully funded to provide a range of services to people who use or misuse alcohol and/or other drugs, and the organisation also assists their families.

DIRECTIONS ACT is a non-government and not for profit organisation which is funded through both local and federal government funding. Our services are free or low cost so that people can access the services that they need.

We are a harm minimisation organisation and we offer respectful and non-judgemental services to everyone. We work to assist people where they are on their life journey especially if it is impacted by alcohol or drug use.

We understand that everyone is affected in some way when a friend or family member has alcohol and/or other drug issues. We aim to support the client and their family or friends through an integrated model of service provision.

DIRECTIONS ACT has four locations in Canberra:

Main Office: ..... 1 Bradley St Woden  
Arcadia House:..... Mary Potter Drive Bruce  
Civic NSP: .....City Health Building  
Phillip NSP: ..... Phillip Health Centre

DIRECTIONS ACT values our partnerships with other programs and we work closely with community organisations and government services to offer support and care to our clients. This can provide a much better outcome for the client and their family through support, advocacy and communication.

## At DIRECTIONS ACT you can expect from our staff:

- That all DIRECTIONS ACT services are offered, irrespective of your race, country of origin, creed, political affiliation, sexual preference, previous criminal record, financial status or public assistance status
- To be treated with respect, integrity, dignity, courtesy and consideration
- To be treated in a confidential and non-judgmental manner at all times
- To be contacted by phone to remind you of your appointment
- To be offered assistance, help, advocacy and support
- To be given up to date information and resources
- To be offered referrals into other services and programs.



## We expect that you will:

- Treat our staff with courtesy and respect
- Not use aggressive, abusive behaviour or violence of any kind against DIRECTIONS ACT staff or clients
- Not use alcohol and/or other drugs on our premises or immediate surrounds.
- Arrive on time for your appointment and contact us if you are unable to keep an appointment
- Not undertake any illegal activity on our premises such as using or dealing illicit substances.

## Feedback

Your opinion about our services is important to us. If you have feedback about our services, then you have the right to:

- Have complaint/s resolved fairly, promptly, confidentially and without retribution
- Be treated with respect, listened to and taken seriously.

If you have a complaint, ask to speak to the manager of the program. If you're not satisfied with the outcome, ask to speak with the Executive Director, or call (02) 6122 8000.

If you wish a letter can be sent to:  
The President  
C/- DIRECTIONS ACT  
PO Box 538, WODEN ACT 2606

If you wish to make a complaint about any health service in the ACT, DIRECTIONS ACT is able to provide the forms to you at any of our locations.