

At DIRECTIONS ACT:

We believe that clients have control of their lives and are capable of making life changing decisions

We believe clients can overcome addiction

We believe in harm minimisation

We believe that crisis provides opportunity for growth

We believe in promoting respect and dignity for all

Our Programs

- Counselling Services
- Needle and Syringe Program
- Community Education
- Arcadia House Detoxification and Withdrawal Services
- Treatment Support Service
- Support Groups
- Primary Health Care
- Resources
- Outreach and Promotional Activities

Our Mission Statement

To promote and maximise the health and wellbeing of individuals, families and communities affected by Alcohol and 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 dependant persons, their significant others, extended families and the broader community through the optimisation of all available resources within the organisation and the community.

To utilise evidence based community education methodologies to minimise the adverse community impact of drug misuse.

DIRECTIONS ACT

1 Bradley Street
WODEN ACT 2606

Ph: 6122 8000

Fax: 6122 8001

Email: reception@directionsact.com

Website: www.directionsact.com

DIRECTIONS ACT

Client Information Brochure



Promoting respect and dignity for all

Our History

In 1978, Sister Pat Moriarty from the Little Company of Mary established the Drug Referral and Information Centre (DRIC) at the TAFE College in Reid. On her retirement the Little Company of Mary relinquished control and it became a community organisation. DRIC's role was to provide information, referral and support for members of the community experiencing Alcohol and Other Drug problems.

The organisation expanded over the next few years, adding programs as the need arose. In 1988 the organisation became incorporated under the name Assisting Drug Dependents Incorporated (ADDInc) but retained the business name of DRIC. In 2001 the business name was changed to DIRECTIONS ACT.

Today

DIRECTIONS ACT is a large community alcohol and drug organisation, governed by a Board. We are fully funded to provide drug and alcohol services in the ACT, by ACT Health and the Commonwealth Department of Health and Ageing.

We employ 40 staff, both full, part time and casual at 4 locations listed below. Most of our services are free including counselling, injecting equipment, resources and promotional activities. There is a low cost for some other services such as Arcadia House Detoxification and Withdrawal Service.

DIRECTIONS ACT locations:

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



Need more info?

Email: reception@directionsact.com
Web: www.directionsact.com
Ph: **6122 8000**
Fax **6122 8001**

At DIRECTIONS ACT you can expect from our staff:

- 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 for counselling services
- To be offered assistance, help and support through whatever means are available to DIRECTIONS ACT
- To be given up to date information and resources
- To be offered referrals into other services when you need them
- To advocate for you, should you need this assistance
- All of DIRECTIONS ACT services be offered, irrespective of your race, country of origin, creed, political affiliation, sexual preference, previous criminal record,

We expect that you will:

- Treat our staff with courtesy and respect
- Assist us in ways that enable you to get the most from our services
- Not use aggressive, abusive behaviour or violence of any kind against DIRECTIONS ACT staff or clients
- Not use drugs or alcohol within our premises or immediate surrounds, including toilets
- Arrive on time for your appointment and contact DIRECTIONS ACT if you are unable to keep an appointment
- Not undertake any illegal activity on our premises such as using or dealing illicit drugs

Grievance Procedure

What you think about our services matters to us. If you have a grievance about any service we offer, then you have the right to:

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

If you have a complaint refer in the first instance to the Manager of the program. If the issue remains unresolved, ask to speak to the Executive Director, or phone 6122 8000.

If you wish a letter can be sent to
The President 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.

Minimizing drug related harm and promoting self respect and dignity for all