



## ACT Alcohol, Tobacco and Other Drug Services Directory

### COVID-19 specific update

**24 August 2020** (subject to change, contact services for latest update)  
**Version 3**

#### Alcohol and Drug Services, Canberra Health Services

Program name	Program description (normal operations)	Contact details	Changes to how the program is operating (COVID-19 circumstances)	Up-to-date information available at
Aboriginal and Torres Strait Islander Liaison Officer (ALO)	Provides support to Aboriginal and/or Torres Strait Islander people to access and participate in ATOD services.	Referrals are received via email <a href="mailto:CHS.ALO-MHJHADS@act.gov.au">CHS.ALO-MHJHADS@act.gov.au</a>	Position currently vacant – recruitment is underway.  ALO services available.	<a href="http://www.health.act.gov.au/services/alcohol-and-drug-services">www.health.act.gov.au/services/alcohol-and-drug-services</a>
Consultation and Liaison and Comorbidity Service	Provides consultation and liaison support, assessment information and referrals for people in The Canberra Hospital who are experiencing ATOD issues.	Referrals are received via email: <a href="mailto:CHSADSLiaison@act.gov.au">CHSADSLiaison@act.gov.au</a>	No change.	<a href="http://www.health.act.gov.au/services/alcohol-and-drug-services">www.health.act.gov.au/services/alcohol-and-drug-services</a>
Counselling and Treatment Service	Provides ATOD counselling for adults, young people, family	For referrals, call ADS Intake on (02) 5124 9977; for current clients, call	SMART Recovery group continues to be provided face to face and on-line	<a href="http://www.health.act.gov.au/services/alcohol-and-drug-services">www.health.act.gov.au/services/alcohol-and-drug-services</a>

	members and carers including a range of therapeutic and education groups	ADS reception on (02) 5124 1735	via online platform. Contact ADS Intake for details on how to join. Assessment and counselling by phone, in-person and online platform. Dialectical behaviour therapy (DBT) group continues online and face-to-face.	
Inpatient Withdrawal Unit	Provides up to 7 days of medicated residential inpatient support for people experiencing withdrawal from AOD.	For referrals to the Withdrawal Unit, call ADS Intake on (02) 5124 9977	Bed occupancy has reduced to six inpatient beds, so each client has a separate bathroom. This is being regularly reviewed.	<a href="http://www.health.act.gov.au/services/alcohol-and-drug-services">www.health.act.gov.au/services/alcohol-and-drug-services</a>
Integrated Multi-agencies for Parents and Children Together – IMPACT	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.	Call 1800 211 274	IMPACT are accepting but not processing new referrals until staffing issues resolve.  IMPACT coordinators are supporting existing clients with face-to-face contact and telephone contact.	<a href="http://www.health.act.gov.au/services/alcohol-and-drug-services">www.health.act.gov.au/services/alcohol-and-drug-services</a>
Opioid Treatment Services (OTS)	Provides opioid substitution treatment and coordinated care by working with other health and pharmacotherapy services.	For referrals for OTS call, ADS Intake on (02) 5124 9977; for current clients, call ADS Reception on (02) 5124 2591	Dosing hours currently are 7 days a week: <ul style="list-style-type: none"> <li>• 07:15-10:30</li> <li>• 13:00-15:00</li> </ul>	<a href="http://www.health.act.gov.au/services/alcohol-and-drug-services">www.health.act.gov.au/services/alcohol-and-drug-services</a>
Police and Court Drug Diversion Service	Provides programs that aim to divert people apprehended for ATOD use or ATOD related offences from the judicial	For referrals placed by ACT Policing and ACT Courts, call (02) 5124 9977 or (02) 5124 1735	Assessments and counselling can be conducted by phone during business hours.	<a href="http://www.health.act.gov.au/services/alcohol-and-drug-services">www.health.act.gov.au/services/alcohol-and-drug-services</a>

	system into the health system.			
Drug and Alcohol Sentencing List (DASL)	Provides screening and assessment to people referred to the Supreme Court DASL. Provides case management and counselling to ongoing participants of the DASL.	For referrals placed by the ACT Courts. The ADS DASL team can be contacted at <a href="mailto:CHS.DASL@act.gov.au">CHS.DASL@act.gov.au</a>	Most services continue to be conducted face-to-face. Client appointments are made by phone where appropriate.	<a href="http://www.health.act.gov.au/services/alcohol-and-drug-services">www.health.act.gov.au/services/alcohol-and-drug-services</a>

### Canberra Alliance for Harm Minimisation and Advocacy (CAHMA)

Program name	Program description (normal operations)	Contact details	Changes to how the program is operating (COVID-19 circumstances)	Up-to-date information available at
Canberra Alliance for Harm Minimisation and Advocacy (CAHMA)	A peer-based users group run by and for past or current illicit/injecting drug users, their families and friends.	(02) 6253 3643	<p>Face-to-face drop-in service is back up and running at max 10 people at a time.</p> <p>Access to Peer Treatment Support during business hours using social distancing protocols.</p> <p>Access to naloxone with one-on-one training available.</p> <p>Outreach still on hold</p>	<p><a href="http://www.cahma.org.au">www.cahma.org.au</a></p> <p><a href="https://www.facebook.com/CAHMAandTheConnection/">https://www.facebook.com/CAHMAandTheConnection/</a></p> <p>WhatsApp group chat – Peer Connect</p>
The Connection	Provides a peer-based support and education service for Aboriginal and/or Torres Strait Islander people and their friends and family. The	(02) 6253 3643	<p>Face-to-face drop-in service is back up and running at max 10 people at a time.</p> <p>Access to Peer Treatment Support during business</p>	<p><a href="http://www.cahma.org.au">www.cahma.org.au</a></p> <p><a href="https://www.facebook.com/CAHMAandTheConnection/">https://www.facebook.com/CAHMAandTheConnection/</a></p>

	Connection service aims to reduce the harms associated with alcohol & other drugs, with a focus on illicit and/or injecting drug use.		hours using social distancing protocols.  Access to naloxone with one-on-one training available.  Outreach still on hold	WhatsApp group chat – Peer Connect
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### CatholicCare Canberra & Goulburn

Program name	Program description (normal operations)	Contact details	Changes to how the program is operating (COVID-19 circumstances)	Up-to-date information available at
AOD Support Connections	Provides short term case management and assertive outreach for individuals experiencing issues related to alcohol and other drug use.	(02) 6163 7600  0406 377 370  <a href="mailto:aodsupportconnections@catholiccare.cg.org.au">aodsupportconnections@catholiccare.cg.org.au</a>	Services available by phone, online, and face-to-face.	Call service or visit website at <a href="https://catholiccare.cg.org.au/services/alcohol-other-drug-aod-support-connections/">https://catholiccare.cg.org.au/services/alcohol-other-drug-aod-support-connections/</a>
Sobering Up Shelter	Provides overnight support, care and monitoring for people over the age of 18 who are intoxicated from alcohol and other drugs.	(02) 6163 3711 (program operating hours)  (02) 6163 7600 (office hours)	Services delivered as usual.	Call service or visit website at <a href="https://catholiccare.cg.org.au/services/the-sobering-up-shelter/">https://catholiccare.cg.org.au/services/the-sobering-up-shelter/</a>
Reaching Out	Provides specialist AOD counselling and therapeutic interventions through an outreach approach	(02) 6163 7600  0406 377 370  <a href="mailto:aodsupportconnections@catholiccare.cg.org.au">aodsupportconnections@catholiccare.cg.org.au</a>	Services available by phone, online, and face-to-face.	Call service or visit website at <a href="https://catholiccare.cg.org.au/services/the-reaching-out-program/">https://catholiccare.cg.org.au/services/the-reaching-out-program/</a>

### Directions Health Services

Program name	Program description (normal operations)	Contact details	Changes to how the program is operating (COVID-19 circumstances)	Up-to-date information available at
Althea Wellness Centre	Provides primary health care for people impacted by alcohol, tobacco and other drug issues.	(02) 6132 4800 <a href="mailto:reception@directionshealth.com">reception@directionshealth.com</a>	<p>Primary health care services operating at Woden—where appropriate, delivered by telehealth (please phone ahead to determine if telehealth will meet needs). COVID-19 testing conducted if indicated.</p> <p>Outreach continuing with increased infection control and social distancing protocols in place, currently Ainslie Village, Oakes Estate and Civic NSP (contact Directions to check locations and schedules, as the existing schedule may change and further locations are planned).</p> <p>Flu shots available including through established outreach.</p> <p>Telehealth assessments of Drug and Alcohol Sentencing List participants regarding COVID-19-related impacts on provision of urine screens.</p>	<a href="https://www.directionshealth.com/">https://www.directionshealth.com/</a>

Arcadia House	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; and 12 week residential rehabilitation and day programs.	(02) 6132 4800 <a href="mailto:admissions@directionshealth.com">admissions@directionshealth.com</a> and <a href="mailto:reception@directionshealth.com">reception@directionshealth.com</a>	Residential programs including withdrawal and 12 week rehabilitation programs continue with some adaptations (e.g. use of telephone or video conferencing for externally delivered groups; and limiting site access).  Pre and post admission assessments delivered via telephone/video where appropriate.  Day Program will reopen again shortly, in the interim the residential program or alternative supports through TSS are offered, depending on the person's needs.	<a href="https://www.directionshealth.com/">https://www.directionshealth.com/</a>
Needle and Syringe Program (NSP): Pharmacy	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.	(02) 6132 4800 <a href="mailto:reception@directionshealth.com">reception@directionshealth.com</a>	Distribution of injecting equipment through pharmacies is continuing.	<a href="https://www.directionshealth.com/">https://www.directionshealth.com/</a>
Needle and Syringe Program (NSP): Primary	Provides an extended range of sterile injecting equipment and other services to people who inject drugs including information and education, crisis support, brief interventions, referrals to	(02) 6132 4800 <a href="mailto:reception@directionshealth.com">reception@directionshealth.com</a>	Operating as per normal hours with increased infection control and social distancing protocols in place.  Outreach continues.	<a href="https://www.directionshealth.com/">https://www.directionshealth.com/</a>

	health and social services and free meals.			
Needle and Syringe Program (NSP): Secondary	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.	(02) 6132 4800 <a href="mailto:reception@directionshealth.com">reception@directionshealth.com</a>	Distribution of injecting equipment through secondary Needle and Syringe Program providers continues.	<a href="https://www.directionshealth.com/">https://www.directionshealth.com/</a>
Needle and Syringe Program (NSP): Syringe Vending Machines	Syringe Vending Machines (SVMs) are self-contained units that dispense injecting equipment mostly for a small fee. In the ACT, SVMs currently 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 facilitate 24-hour access to injecting equipment.	(02) 6132 4800 <a href="mailto:reception@directionshealth.com">reception@directionshealth.com</a>	Syringe vending machines continue to be available in the standard locations outside of health services.  A larger capacity machine has been installed at the City Health Centre, and a multipack machine is planned for Belconnen.	<a href="https://www.directionshealth.com/">https://www.directionshealth.com/</a>
Support and Self Help Groups	Provides a range of support and self help groups for people experiencing ATOD issues, their families and friends.	(02) 6132 4800 <a href="mailto:reception@directionshealth.com">reception@directionshealth.com</a>	All groups continue via phone or video conferencing. Registration is through the Directions Health website, via the uploaded group schedule.	<a href="https://www.directionshealth.com/wp-content/uploads/2020/04/Online-support-groups-2020-1.pdf">https://www.directionshealth.com/wp-content/uploads/2020/04/Online-support-groups-2020-1.pdf</a>
Treatment and Support Service	Provides assessment, specialist alcohol, tobacco and other drug counselling, case	(02) 6132 4800	Program delivery continues via telephone or video	<a href="https://www.directionshealth.com/">https://www.directionshealth.com/</a>

	management and support services for individuals, their partners, families and friends impacted by alcohol, tobacco and other drugs.	<a href="mailto:reception@directionshealth.com">reception@directionshealth.com</a>	<p>conferencing, and face to face where required.</p> <p>In-person crisis support remains available through the Woden office.</p> <p>Outreach is continuing to most locations, including Ainslie Village, Oakes Estate, Interchange Health Co-op Tuggeranong and headspace Canberra.</p>	
Opioid Maintenance Treatment (OMT) Deliveries	New program funded by ACT Health to ensure continued safe delivery of OMT for ACT patients during the COVID-19 emergency. Food and Naloxone are also offered.	<p>0437 614 023</p> <p><a href="mailto:OMTDeliveries@directionshealth.com">OMTDeliveries@directionshealth.com</a></p>	<p>Delivery of approved OMT takeaway doses to individuals in quarantine or self-isolating due to suspected or confirmed COVID-19 or as advised by their GP due to health concerns.</p> <p>Deliveries are available 7 days a week.</p> <p>Food and Naloxone can also be provided.</p>	<p>Up-to-date information available at:</p> <p><a href="https://www.directionshealth.com/">https://www.directionshealth.com/</a></p>

### Gugan Gulwan Youth Aboriginal Corporation

Program name	Program description (normal operations)	Contact details	Changes to how the program is operating (COVID-19 circumstances)	Up-to-date information available at
Drug and Alcohol Program	Provides ATOD information, support, advocacy, case management and court	(02) 6296 8900	Back to full service delivery	<a href="https://gugan-gulwan.com.au">https://gugan-gulwan.com.au</a>



	support for young Aboriginal and Torres Strait Islander people aged 12 – 25 years.			<a href="https://www.facebook.com/GuganGulwanYAC/">https://www.facebook.com/GuganGulwanYAC/</a>
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### Karralika Programs Inc

Program name	Program description (normal operations)	Contact details	Changes to how the program is operating (COVID-19 circumstances)	Up-to-date information available at
Alcohol and Drug Driving Awareness - including Sober Driver Program and REVERSED	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.	(02) 6185 1300 1800 KARRA (1800 1 52 772)	REVERSED drink and drug driving course continues. Smaller numbers face to face to accommodate physical distancing requirements. COVID-19 screener completed prior to the individual coming on site. Online program under development	<a href="http://www.karralika.org.au">www.karralika.org.au</a>
Karralika Family Program	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.	(02) 6185 1300 1800 KARRA (1800 1 52 772)	Residential program continues with modified program delivery supporting parents and children.  Residents participate in a mixture of AA and NA meetings in person and online.  Admissions are required to quarantine for 14 days to monitor for the onset of cold/flu like symptoms incorporating time in detox at	<a href="http://www.karralika.org.au">www.karralika.org.au</a>

			<p>TCH and in separate accommodation at residential site.</p> <p>Food, medications and a modified program are provided to those in quarantine.</p> <p>Individual family visits occurring for residents in a designated area, with COVID-19 screener and hygiene practices in place. Additional online contact and phone calls continue to keep connected with loved ones. Child visits via CYPs/DCJ occurring on a needs basis</p>	
Karralika Justice Counselling	<p>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.</p>	<p>(02) 6185 1300 1800 KARRA (1800 152 772)</p>	<p>Counselling available via phone and online during business hours for current clients. Where clinically indicated, in-person counselling can be offered at the Deakin site only.</p> <p>New referrals from Corrections on hold at this stage.</p>	<p><a href="http://www.karralika.org.au">www.karralika.org.au</a></p>

Karralika Therapeutic Community Adult Program	Provides up to 12 months of residential rehabilitation within a therapeutic community setting for single adults and couples with ATOD problems.	(02) 6185 1300 1800 KARRA (1800 152 772)	<p>Residential program continues with modified program delivery. Residents participate in a mixture of AA and NA meetings in person and online.</p> <p>Admissions are required to quarantine for 14 days to monitor for the onset of cold/flu like symptoms, including time at detox at TCH and on-site in separate accommodation.</p> <p>Food, medications and a modified program are provided to those in quarantine. Individual family visits occurring for residents in a designated area, with COVID-19 screener and hygiene practices in place. Additional online contact and phone calls continue to keep connected with loved ones.</p>	<a href="http://www.karralika.org.au">www.karralika.org.au</a>
Karuna Short Stay Program	Provides 8 weeks of residential rehabilitation within a therapeutic community setting for single adults and couples with ATOD issues.	(02) 6185 1300 1800 KARRA (1800 152 772)	Karuna Program continues with modified program delivery. Residents participate in a mixture of AA and NA meetings in person and online. New admissions are required to quarantine for 14 days to monitor for onset of cold/flu like symptoms, including time at detox at	<a href="http://www.karralika.org.au">www.karralika.org.au</a>

			<p>TCH and onsite in separate accommodation.</p> <p>Individual family visits occurring for residents in a designated area with COVID-19 screener and hygiene practices in place. Additional online contact and phone calls continue, to keep connected with loved ones.</p>	
Nexus Program	Provides a community-based residential transition program for men experiencing AOD problems.	<p>(02) 6185 1300</p> <p>1800 KARRA (1800 1 52 772)</p>	<p>Nexus Program continuing with usual program delivery mostly using online and phone support with some in-person support.</p> <p>Assessments are open at this time and admissions are occurring with measures in place to support COVID-19 safe practices.</p>	<a href="http://www.karralika.org.au">www.karralika.org.au</a>
Community Services	Provides Assessment and Intake support to those entering residential services, Counselling and Case Management support and Non Residential Withdrawal support in the community.	<p>(02) 6185 1300</p> <p>1800 KARRA (1800 1 52 772)</p>	<p>Community-based supports including counselling and case management, nursing support (home withdrawal) and cultural programs continue to support people in the community by phone and online for those waiting for admission to residential treatment. In-person appointments at Deakin site are available where clinically indicated.</p>	<a href="http://www.karralika.org.au">www.karralika.org.au</a>

Solaris Therapeutic Community Program	Provides a therapeutic community approach for adult males in the Alexander Maconochie Centre (AMC) with moderate to severe alcohol and other drug dependence.	(02) 6185 1300 1800 KARRA (1800 152 772)	Solaris Program continuing to operate within the AMC until further notice.  Transition support for those in the community is undertaken by phone and/or online. In-person appointments where clinically indicated.	<a href="http://www.karralika.org.au">www.karralika.org.au</a>
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### Ted Noffs Foundation

Program name	Program description (normal operations)	Contact details	Changes to how the program is operating (COVID-19 circumstances)	Up-to-date information available at
Adolescent Drug Withdrawal Unit - ADWU	Provides up to 14 days of non-medicated residential support for young people aged 13 – 17 years experiencing withdrawal from AOD.	(02) 6123 2400	Please contact the service to check on availability.	<a href="https://noffs.org.au/">https://noffs.org.au/</a> and <a href="https://www.facebook.com/NoffsFoundation/">https://www.facebook.com/NoffsFoundation/</a>
Community Outreach Outclient Program – COOP	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.	(02) 6123 2400	Have moved program online—“Street Uni Live”.  Young people or their families wanting to contact the program can call, or visit the website or facebook pages.	<a href="https://noffs.org.au/">https://noffs.org.au/</a> and <a href="https://www.facebook.com/NoffsFoundation/">https://www.facebook.com/NoffsFoundation/</a>
Continuing Adolescent Life Management (CALM)	Provides up to three years of aftercare for young people who have completed the PALM program.	(02) 6123 2400	Have moved to videoconferencing, phone and online modalities for existing clients.	<a href="https://noffs.org.au/">https://noffs.org.au/</a> and <a href="https://www.facebook.com/NoffsFoundation/">https://www.facebook.com/NoffsFoundation/</a>

Program for Adolescent Life Management (PALM)	Provides up to 3 months residential rehabilitation for young people aged between 13 – 17 years experiencing AOD issues.	(02) 6123 2400	Have moved to videoconferencing, phone and online modalities.  Young people or their families wanting to access the program can call, or visit the website or facebook pages.	<a href="https://noffs.org.au/">https://noffs.org.au/</a> and <a href="https://www.facebook.com/NoffsFoundation/">https://www.facebook.com/NoffsFoundation/</a>
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### The Salvation Army

Program name	Program description (normal operations)	Contact details	Changes to how the program is operating (COVID-19 circumstances)	Up-to-date information available at
Canberra Recovery Services (Bridge Program)	Provides a residential rehabilitation program for people experiencing AOD and/or gambling dependencies.	(02) 62951256 <a href="mailto:crs@salvationarmy.org.au">crs@salvationarmy.org.au</a>	Program continues to operate with some modifications (e.g. use of telephone or video conferencing for counselling, case management, pastoral care).  For information about assessments and admissions—contact service by phone or email.  On-site contact with visitors and leave will occur and be modified in line with ACT government advice, situational risk management and program guidelines.	Email at <a href="mailto:crs@salvationarmy.org.au">crs@salvationarmy.org.au</a>

**Toora Women Inc.**

Program name	Program description (normal operations)	Contact details	Changes to how the program is operating (COVID-19 circumstances)	Up-to-date information available at
Alcohol and Other Drug (AOD) Day Program	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.	(02) 6241 7233	<p>Assessments available through phone, video conferencing and face-to-face.</p> <p>Intakes occurring into the program.</p> <p>Program is back running face-to-face with limited numbers.</p> <p>Delivery also continuing through phone and video conferencing as required.</p>	<a href="http://www.toora.org.au">www.toora.org.au</a>
Alcohol and Other Drug (AOD) Counselling Service	Provides counselling for women with AOD issues and other complex traumas.	(02) 6241 7233	<p>Assessments and intake available through phone, video conferencing and face-to-face.</p> <p>Counselling sessions continuing and available through phone, video conferencing and face-to-face.</p>	<a href="http://www.toora.org.au">www.toora.org.au</a>
Lesley's Place Drug and Alcohol Residential and Outreach Service	Provides up to three months of supported accommodation and outreach support for women (including those with accompanying children) who are	(02) 6241 7233	<p>Assessments continuing via phone and face-to-face.</p> <p>Reduced intakes occurring at this time; however, increased community supports are available.</p>	<a href="http://www.toora.org.au">www.toora.org.au</a>

	experiencing ATOD problems.		Programs are running, following social distancing regulations, for current residents, with more flexibility in phone and video access to family and support networks during this time.	
Marzena Drug and Alcohol Residential Service	Provides transitional supported accommodation, for a maximum of 12 months depending on individual circumstances, for women experiencing AOD problems and accompanying children.	(02) 6241 7233	Assessments continuing via phone and face-to-face.  Reduced intakes occurring at this time; however, increased community supports are available.	<a href="http://www.toora.org.au">www.toora.org.au</a>

### Winnunga Nimmityjah Aboriginal Health and Community Services

Program name	Program description (normal operations)	Contact details	Changes to how the program is operating (COVID-19 circumstances)	Up-to-date information available at
Alcohol, Tobacco and Other Drug Services	Aboriginal and Torres Strait Islander community-controlled primary healthcare which includes clinical and non-clinical interventions for drug and alcohol issues	(02) 6284 6222	All services are continuing, with the exception of Winnunga AHCS weekly Groups.  Clients are encouraged to avoid coming to Winnunga AHCS unless necessary. Clients will be triaged on arrival and directed to the appropriate entrance.	<a href="https://www.winnunga.org.au/">https://www.winnunga.org.au/</a>  <a href="https://www.facebook.com/WinnungaNimmityjahAHS/">https://www.facebook.com/WinnungaNimmityjahAHS/</a>



			Doctors can also provide phone consultations, and Social Health Workers continue to provide alcohol, tobacco and other drug support via phone as well as face to face when necessary. Please call Winnunga AHCS for more information.	
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