



**ACT Alcohol, Tobacco and Other Drug Services Directory**  
**COVID-19 specific update**  
**30 April 2020** (subject to change, contact services for latest update)  
**Version 2**

**Alcohol and Drug Services, Canberra Health Services**

<b>Program name</b>	<b>Program description (normal operations)</b>	<b>Contact details</b>	<b>Changes to how the program is operating (COVID-19 circumstances)</b>	<b>Up-to-date information available at</b>
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 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 members and carers including a range of therapeutic and education groups	For referrals, call ADS Intake on (02) 5124 9977; for current clients, call ADS reception on (02) 5124 1735	SMART Recovery group continues via online platform. Contact ADS Intake for details on how to join. Assessment and counselling by phone.	<a href="http://www.health.act.gov.au/services/alcohol-and-drug-services">www.health.act.gov.au/services/alcohol-and-drug-services</a>
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.	<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	Not accepting any new referrals currently. Providing phone support during business hours and some face-to-face contact on an individual basis.	<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 during the week have changed to weekend and public holiday hours: <ul style="list-style-type: none"> <li>• 07:15-09:30</li> <li>• 10:00-12:00</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 system into the health system.	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>

## 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 suspended.</p> <p>Access to Peer Treatment Support by phone during business hours; limited face-to-face support available with social distancing protocols.</p> <p>Access to naloxone with one-on-one training available—call to arrange.</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 Connection service aims to reduce the harms associated with alcohol & other drugs, with a focus on illicit and/or injecting drug use.	(02) 6253 3643	<p>Face-to-face drop-in service suspended.</p> <p>Access to Peer Treatment Support by phone during business hours; limited face-to-face support available with social distancing protocols.</p> <p>Access to naloxone with one-on-one training available—call to arrange.</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>

## 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 and online, and face-to-face where needed.	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 and online, and limited face-to-face where needed.	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>	Primary health care services operating at Woden—where appropriate, delivered by telehealth (please phone ahead to	<a href="https://www.directionshealth.com/">https://www.directionshealth.com/</a>

			<p>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 (contact service to check locations and schedules, as this may change).</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>	
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; 12 week day program; and 12 week combined residential rehabilitation and day program.	(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). <p>Pre and post admission assessments delivered via telephone/video.</p> <p>People seeking admission to the Day Program are</p>	<a href="https://www.directionshealth.com/">https://www.directionshealth.com/</a>

			currently offered the residential program or alternative supports through TSS, depending on their needs.	
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 and referrals to health and social services.	(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>
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	(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>

	provide the additional specialised equipment available through primary NSPs.			
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 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.	(02) 6132 4800 <a href="mailto:reception@directionshealth.com">reception@directionshealth.com</a>	Syringe vending machines continue to be available in standard locations outside of health services.  A larger capacity machine has been installed at the City Health Centre, and 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 management and support services for individuals, their partners, families and friends impacted by alcohol, tobacco and other drugs.	(02) 6132 4800 <a href="mailto:reception@directionshealth.com">reception@directionshealth.com</a>	Program delivery continues via telephone or video conferencing.  In-person crisis support remains available through the Woden office.  Outreach is continuing to some locations, including Ainslie Village and	<a href="https://www.directionshealth.com/">https://www.directionshealth.com/</a>

			Interchange Health Co-op Tuggeranong. headspace in-reach delivered remotely. Outreach to the Alexander Maconochie Centre is currently on hold.	
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.	0437 614 023 <a href="mailto:OMTDeliveries@directionshhealth.com">OMTDeliveries@directionshhealth.com</a>	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.  Deliveries are available 7 days a week.  Food and Naloxone also provided.	Up-to-date information available at:  <a href="https://www.directionshhealth.com/">https://www.directionshhealth.com/</a>

### 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 support for young	(02) 6296 8900	Streetbeat and other Group programs suspended until further notice—weekly phone check-ins with Group	<a href="https://gugan-gulwan.com.au">https://gugan-gulwan.com.au</a>  <a href="https://www.facebook.com/GuganGulwanYAC/">https://www.facebook.com/GuganGulwanYAC/</a>



	<p>Aboriginal and Torres Strait Islander people aged 12 – 25 years.</p>		<p>program participants and parents.</p> <p>Case management available by phone—face-to-face case management can be provided to the most vulnerable clients as required.</p> <p>Counselling (through Relationships Australia) continuing by phone.</p> <p>On-going contact with residential rehabilitation programs to support Aboriginal young people accessing those services.</p> <p>Therapy through Art (Dale Huddleston and Wayne Martin) offered through online videos.</p> <p>We CAN Program (to provide NRT) available.</p> <p>Provision of essentials (i.e. toiletries, cleaning products, food) and activity packs for children working from home. Canberra Relief Network pick-up point for Gugan Gulwan clients; can also drop off to clients.</p> <p>AMC/Bimberi visits suspended until further notice.</p>	<p>Updates will be provided through social media if events will be continued online</p>
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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 temporarily in abeyance while an online program is being developed.	<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 with schooling from home.  Residents participate in AA and NA meetings online.  Admissions are currently on hold, as are assessments (waiting list).  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	<a href="http://www.karralika.org.au">www.karralika.org.au</a>

			<p>admission to residential treatment at this time.</p> <p>Family visiting days temporarily suspended. Replaced with additional online and phone calls to keep connected with loved ones.</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.</p> <p>Referrals from Corrections only at this stage.</p>	<p><a href="http://www.karralika.org.au">www.karralika.org.au</a></p>
Karralika Therapeutic Community Adult Program	<p>Provides up to 12 months of residential rehabilitation within a therapeutic community setting for single adults and couples with ATOD problems.</p>	<p>(02) 6185 1300 1800 KARRA (1800 152 772)</p>	<p>Residential program continues with modified program delivery.</p> <p>Residents participate in AA and NA meetings online.</p> <p>Admissions are currently on hold, as are assessments (waiting list).</p>	<p><a href="http://www.karralika.org.au">www.karralika.org.au</a></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 at this time.</p> <p>Family visiting days temporarily suspended. Replaced with additional online and phone calls to keep connected with loved ones.</p>	
<p>Karuna Short Stay Program</p>	<p>Provides 8 weeks of residential rehabilitation within a therapeutic community setting for single adults and couples with ATOD issues.</p>	<p>(02) 6185 1300 1800 KARRA (1800 152 772)</p>	<p>Karuna Program continues with modified program delivery.</p> <p>Residents participate in AA and NA meetings online.</p> <p>Admissions are currently on hold, as are assessments (waiting list).</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 at this time.</p>	<p><a href="http://www.karralika.org.au">www.karralika.org.au</a></p>

			Family visiting days temporarily suspended. Replaced with additional online and phone calls to keep connected with loved ones.	
Nexus Program	Provides a community-based residential transition program for men experiencing AOD problems.	(02) 6185 1300 1800 KARRA (1800 1 52 772)	Nexus Program continuing with modified program delivery using online and phone support.  Assessments are open at this time however admissions are currently on hold.  Community-based supports including counselling and case management available online and by phone while waiting for admission.	<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 1 52 772)	Solaris Program continuing within the AMC until further notice.  Transition support for those in the community is undertaken by phone and/or online.	<a href="http://www.karralika.org.au">www.karralika.org.au</a>

### 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
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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>

### 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
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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>	<p>Program continues to operate with some modifications (e.g. use of telephone or video conferencing for counselling, case management, pastoral care).</p> <p>For information about assessments and admissions—contact service by phone or email.</p> <p>On-site contact with visitors suspended—online contact and phone calls to keep connected with loved ones.</p>	Email at <a href="mailto:crs@salvationarmy.org.au">crs@salvationarmy.org.au</a>
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### 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 and video conferencing.</p> <p>Intakes occurring into the program</p> <p>Delivery continuing through phone and video conferencing.</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	Assessments and intake available through phone and video conferencing.  Counselling sessions continuing and available through phone and video conferencing.	<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 experiencing ATOD problems.	(02) 6241 7233	Assessments continuing via phone.  Reduced intakes occurring at this time; however, increased community supports are available.  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.	<a href="http://www.toora.org.au">www.toora.org.au</a>
Marzenna 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.  Reduced intakes occurring at this time; however, increased community supports are available.	<a href="http://www.toora.org.au">www.toora.org.au</a>



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	<p>All services are continuing, although clients are encouraged to avoid coming to the health service unless necessary. Clients will be triaged on arrival and directed to the appropriate entrance.</p> <p>Doctors can provide phone consultations, and Social Health Workers can continue to provide alcohol, tobacco and other drug support via phone—please call the health service to arrange.</p>	<p><a href="https://www.winningga.org.au/">https://www.winningga.org.au/</a></p> <p><a href="https://www.facebook.com/WinninggaNimmityjahAHS/">https://www.facebook.com/WinninggaNimmityjahAHS/</a></p>