

The Althea Wellness Centre offers a holistic approach to health care based on harm minimisation principles and specialises in medical issues relating to drug, alcohol or other drugs.



**Directions**  
Pathways to Recovery

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*Directions acknowledges the traditional owners of the Canberra region, upon whose land we walk, their ancestors and elders both past and present. We also value the contribution diverse cultures, identities and lifestyles make to our region and the richness of our society.*



**Directions**  
Pathways to Recovery

**Althea Wellness Centre**  
Health Care for people experiencing  
alcohol and other drug issues



# About Althea

Althea Wellness Centre is one of the many services provided by Directions Health Service, and offers primary and secondary health care as part of its ongoing commitment for better health outcomes for clients and their families.

The Althea Clinical Team is comprised of GP's, a Practice Nurse and a Psychologist.

Our team is committed to treating clients with dignity and respect.

## Primary Care Services

Services provided include, but are not limited to:

- > General Health Care
- > Immunisations
- > Chronic disease management
- > Opioid substitution Management
- > Wound management and dressings
- > Vein care
- > Psychological Services
- > Adult Health checks
- > Sexual health
- > Blood borne virus screening and treatment
- > Health promotion, coaching and support
- > Support to reduce or cease smoking
- > Outreach to NSP and other AOD services
- > Priority referral to ACT Dental Services
- > Referral to other services, including GP's and specialist services

## Other Directions Programs

- > Treatment and Support Services
- > Arcadia House Detox and Withdrawal Services
- > Needle and Syringe Program

- > Support Groups (Smart Recovery and Compass)
- > Resources
- > Externally facilitated groups run on Directions' premises include Alcoholics Anonymous, Al-Anon and Narcotics Anonymous

## Appointments

Appointments are available Monday to Wednesday 9.00am to 5.00pm. It is important to confirm all appointments or cancel if unable to attend.

We SMS or phone clients to confirm appointments or follow up results; therefore up to date contact numbers are regularly maintained.

Urgent appointments are available based on assessment. Telephone interpreting services are available upon request.

## After Hours

If you require medical assistance after hours, you can contact the National Home Doctor Service on 137 425 (13SICK).

To see a GP after hours contact the Canberra After Hours Locum Service (CALMS) on 1300 422 567.

For all emergencies you should attend the Canberra or Calvary Hospital Emergency Departments or dial 000 for an ambulance.

## Communication Policy

If you wish to contact the Althea Wellness Centre staff, please ring reception on 6132 4800 between 9am and 5pm Monday to Friday. Please leave a message with the reception staff who will ensure the message is forwarded to the appropriate person.

If your practitioner is not available and your call is urgent, please be sure to tell the person taking your message.

## Billing Procedures

All services provided by Althea Wellness Centre are free of charge. Please bring along your Medicare card.

## Test Results

Your doctor will advise when they expect your results to arrive at the practice. Call your doctor to find out your results and ask what they mean for your care.

## Privacy

All client consultations and medical records are confidential, and it is a policy of this practice to maintain privacy and security of personal health information at all times. We ensure this information is only available to authorised members of staff or external organisations with client consent.

## Feedback and Complaints

What you think about our services matter to us. We welcome your feedback and suggestions about how we may improve our services at any time.

You have a right to:

- > Make comments or complaints.
- > Have grievance/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 with the team leader or manager of the program. If you are not satisfied with the outcome, you may ask to speak with the Director of Service Delivery or the CEO on 6132 4800. You may also put your complaint in writing or email it to [reception@directionsact.com](mailto:reception@directionsact.com)

If you are still dissatisfied, you may contact the ACT Health Services Commissioner on 6205 2222.