Arcadia House



STEPHANIE STEPHENS

CHIEF OPERATING OFFICER

DIRECTIONS HEALTH SERVICES

Directions
Health Services

Ack-nowledg-ement

I acknowledge the traditional owners of the lands on which we are meeting - the Ngunnawal people - and pay my respects to their ancestors and elders both past and present, and all First Nations people here today.

I acknowledge sovereignty was never ceded. I am strongly committed to reconciliation and a positive future for all Aboriginal and Torres Strait Islander communities.

Directions also recognises the valuable contributions that people with lived experience and people from diverse cultures, identities and lifestyles make to to our services and our communities.

Directions
Health Services

About Directions



Not-for-profit organisation providing specialist AOD treatment, support and harm reductions services, as well as a broad range of integrated mental health and primary health services to individuals and families for almost 50 years.

Our services span education and early intervention through to community and residential models.

Arcadia House is primarily funded by ACT Health and Community Servies, and the Day Program is funded by Capital Health Network.

Company Limited by Guarantee overseen by a Board of Directors - Charity - Accredited - RAP



Independent Accreditations

QIC
Quality Innovation Performance
ACCREDITED

Suicide Prevention Australia
STANDARDS
Quality Innovation Performance
ACCREDITED PROGRAM

AGPAL
Proudly AGPAL Accredited
Our commitment to your safety and care

CERTIFIED
ATCA
Therapeutic Community Member

National Standards for Mental Health Services

Directions ACT & NSW Programs

ACT + NSW Pathways
Outreach and centre based AOD

- Assessment
- Education & brief intervention
- Counselling – CBT and MI
- Case management
- Crisis support
- Groups
- Family/friends support

Arcadia House Residential, Day, Withdrawal service (ACT)

AOD Treatment and Support

Harm Min Services

CanTEST (Drug Checking)
Australia's first fixed site service
ACT NSP - Two primary NSPs

- Sterile injecting equipment
- Education
- Crisis support, healthy food
- Health checks

Secondary NSPs, WiCs, Pharmacies, Vending machines: Training/license; Supply equipment
NSW Secondary NSPs
Community education (ACT+NSW)

ACT | Outreach and centre based primary health care

- GP, nursing, non-dispensing pharmacist
- Psychiatry and psychology
- Health assessment, acute & chronic treatment
- ORT, Hep C, vaccinations
- Outreach to vulnerable population groups
- T25 (>25 primary health+wellbeing)

Primary Health Care

MH & Co-occurring Needs

- Psychosocial program ACT
- Bega AOD Hub (SHaWS)
- Bega Mental Health Hub
- Qbyn AOD Hub with GPH
- Expanded NSW services:
- post custodial support service (Murrumbidgee and SNSW)
- Youth AOD services (SNSW)
- Expanded AOD treatment for co-occurring needs (Murrumbidgee, SENSW)

Directions Health Services

About Arcadia House

- 10 bed residential, day and withdrawal programs supporting recovery from alcohol, tobacco and other drugs
- Focus on building positive life skills and achieving sustainable, healthy lifestyles
- Safe, supportive environment with 24/7 staff supervision

Integrated, Evidence-Based Care

- Combines Cognitive Behavioural Therapy (CBT) with a therapeutic community model
- Holistic approach addressing health, social and wellbeing needs with an emphasis on accountability and personal growth
- Focus on structured routine, restoring balance and a healthy lifestyle, extending living skills e.g. meal planning, grocery shopping, cooking for yourself and others, exercise, daily chores and being accountable to self and others

Programs & Pathways

- Withdrawal program: 1–2 weeks
- Day & residential programs: 12 weeks, with 4 weeks step-down to Day Program post Residential (totalling 16 weeks)
- Continuum of care from pre-admission through to post-discharge (delivered from Woden head-office)

- **Impact**
- Supports people to achieve recovery goals and maintain abstinence
- Strengthens resilience, independence and community connection
- Contributes to improved health, wellbeing and quality of life

Directions
Health Services

Arcadia House Testimonials

When I got here three months ago I was a scared little creature. Emotionally shut down, isolated in my head and consumed by pain, shame, hopelessness and remorse. My heart has thawed and I'm feeling more compassion and empathy and a growing sense of self-worth. I'm not resigned to isolation and self-medication anymore.

Anonymous 2025

This program has given me the ability to acknowledge my thoughts, feelings, emotions and how to express them in a healthy way. Being in a Therapeutic Community has also given me a sense of belonging but most of all it has given me the ability to be honest with myself which I believe is the key to recovery. Today I can walk out that door with my head held high and be proud of the man I have become.

Anonymous 2026

I came in three months ago after detox with no real idea what to expect. I look back to one of the most memorable experiences of my life…. Addiction does not discriminate but it can be overcome. Drink the tea, shoot the hoops…But most of all find the real you.

Anonymous 2026

Assessment and Admissions Process

- Multiple assessment appointments prior to approval being granted for admission
- Generally a 6-12weeks wait for admission
- Review of documentation incl. criminal histories, statement of facts compiled by the police, and medical documentation
- Individuals with criminal charges regarding children and / or sexual crimes are not considered suitable for Arcadia House
- Multi-level approval of suitability by Managers for an individual to be granted an admission date
- Incoming residents present to Directions' Woden head office for admission and are transported to Arcadia House by staff
- There is no direct or crisis admission pathway to Arcadia House from police, hospital or public
- Approx. 2 residents at any time may be court-ordered. This includes Drug and Alcohol Sentencing List participants who have pled guilty to drug related offences and are choosing treatment and agreeing to the court requirements associated with his.

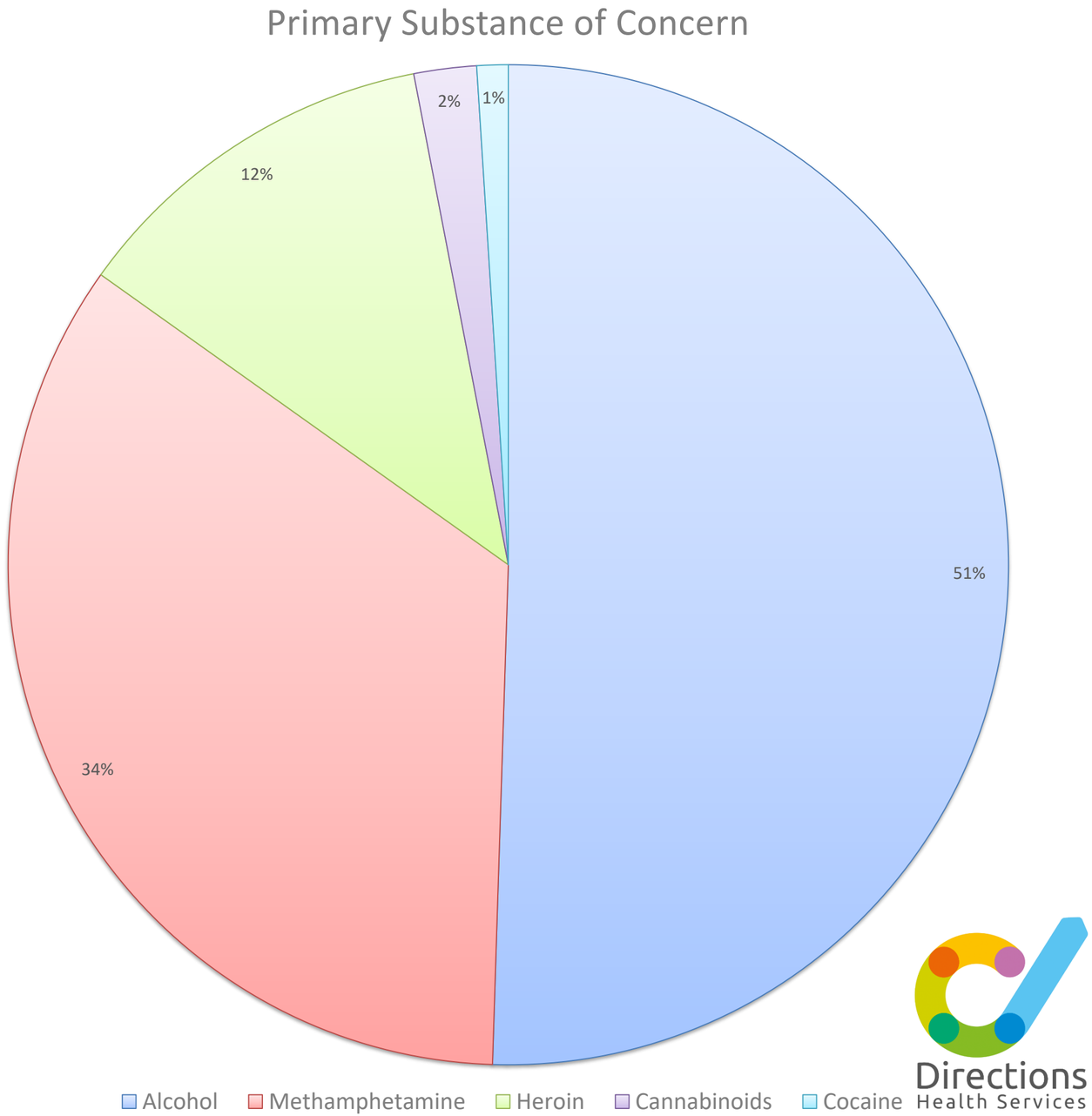


About Arcadia House

Alcohol (51%) is the main substance people are seeking support to maintain abstinence from.

Most people complete a medicated hospital detox prior to being admitted to Arcadia House and are transported from one service setting to the next.

Average of 36 individuals admitted for Residential and 10 individuals for Day Program in a 6mo period



Directions Health Services

Arcadia House: Daily Schedule

6:30am	Exercise
7:15am	Shower & Clean Room
8:00am	Breakfast
8:30am	Mindfulness & Yoga
9:30am	Morning Check-in & Intention Setting
10:30am	Group Learning Curriculum
12:00pm	Lunch Prep & Chores
12:30pm	Lunch
1:00pm	Work Crews & Chores
2:00pm	Life Administration / Group Meeting
3:00pm	Art Therapy / Planning / Meal Prep
4:30pm	Group Walk
5:00pm	Exercise / Laundry / Calls
6:00pm	Dinner & Clean Up
7:00pm	Off-site NA/AA/SMART Group
10:30pm	Lights Out





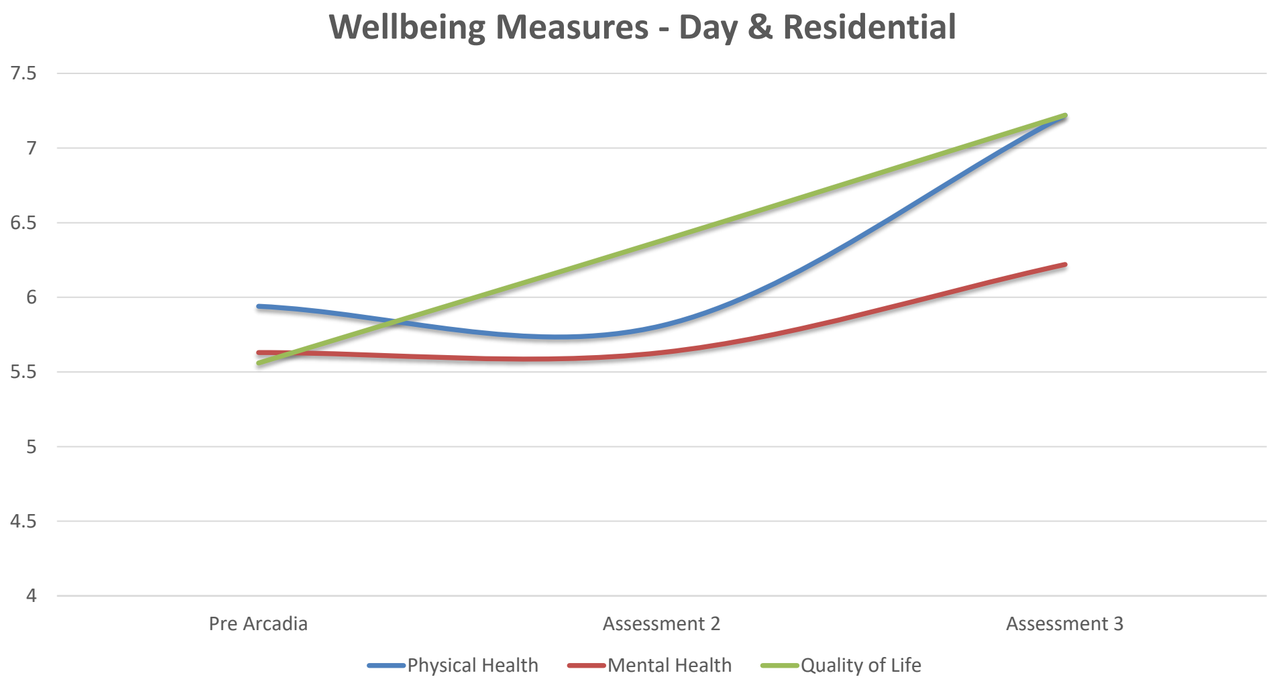
Healthy Food Healthy Me

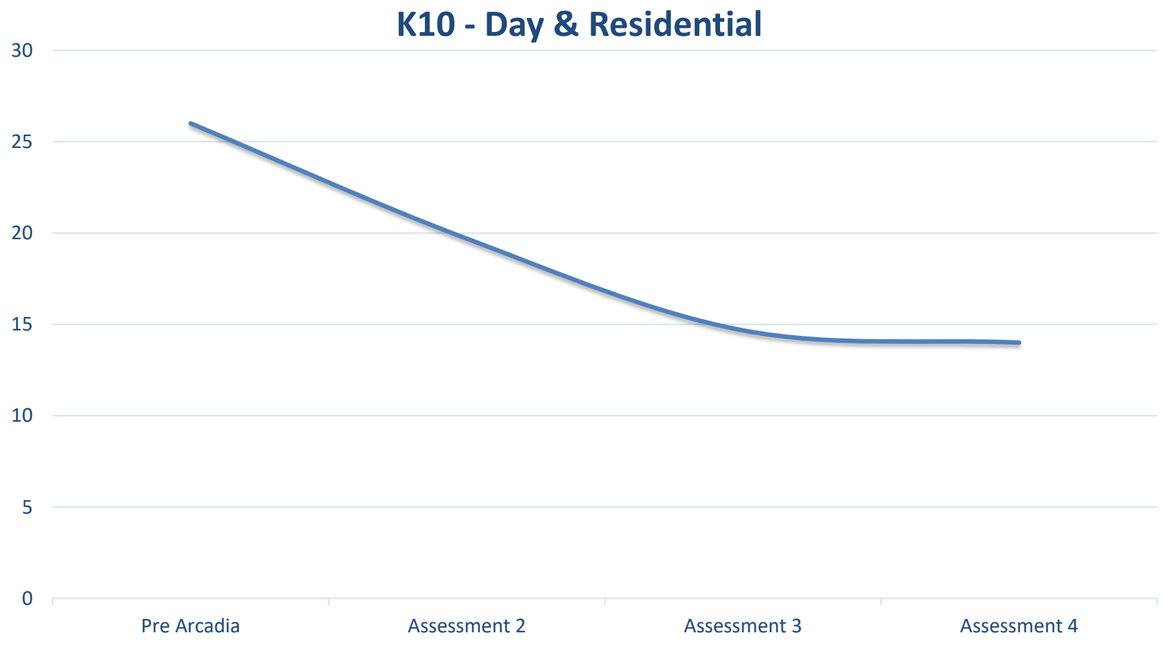
Strengthening living skills and healthy lifestyles is a core part of Arcadia’s program, as is giving back to the community.

Every week, residents plan and prepare meals that are frozen and donated to people experiencing homelessness and drug dependence.

Directions
Health Services

Arcadia House Outcomes





Clients report improvements in physical health, mental health and overall quality of life. The K10 measures levels of psychological distress, with a reduction demonstrating an improvement for people accessing support.

Directions
Health Services

Incidents and Risks Overview

The following information has been prepared in response to questions raised in community consultation sessions regarding incidents and risks:

- In relation to drug dealing or drop offs if the service was located in Cook, following residents raising a possible existing presence of this behaviour in the area:
  - No instances of this in the last 5+ years
  - Arcadia House is a substance-free site, meaning people there will be consuming less substances than an average Canberran
  - Clients are drug tested weekly, and more frequently if there is a concern
  - Unlikely as people can leave and are choosing to participate in Arcadia House
  - Difficult to arrange as people do not have ready access to their cash or phones and are under staff and peer observation
- No historical syringe disposal issues on or around the site.
- Onsite relapse risk is managed through searches of possessions, monitoring of phone calls, staff and peer observation, individual relapse prevention plans, drug testing, screening of visitors and outings.
- Frequency of ambulance call outs is equivalent to or less than the general population, only 3 ambulance calls out in the last 2 years, none of which were at night, and no police attendances in this time.
- Regarding the frequency of people being discharged overnight: there have been no overnight discharges in the last 2 years, but if there was, a taxi would take the person home if a family member or equivalent could not.
- 0% assault rate (staff and client).
- No independent outings in Stage 1 (at least 4 weeks), residents are completely supervised in this time.
- Visitors – individual family visits arranged at residents' request on Sundays. An average of 5-6 visitors weekly who are screened and not permitted to bring possessions onsite. Once in Stages 2 and 3 of the program, residents may request to visit family offsite. These requests are considered by staff and peers and have appropriate safety planning if approved.

Directions
Health Services

Thank you.

www.directionshealth.com
Stephanie.Stephens@directionshealth.com

@DirectionsHealthServices

Directions
Health Services

