



drug.ARM

PROGRAM GUIDE
FOR REFERRING AGENCIES



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ABOUT US

Drug ARM (Awareness, Rehabilitation, Management) is a specialist not-for-profit, non-government organisation that supports people, families and communities to achieve positive transformation through rehabilitation and treatment, outreach, family support, awareness and prevention, information and education, and advocacy and policy.

Our organisation provides compassion and specialist care throughout Queensland, New South Wales and South Australia through a range of programs and services that include education, outreach, prevention and treatment.

OUR APPROACH

At Drug ARM we take a holistic approach to addressing alcohol and other drug issues.

Our specialists deliver services informed by current best practice and operate within the bio-psycho-social, harm minimisation and recovery frameworks. Each service is tailored to meet the needs of each individual, family or community to bring about positive change.



CONTINUUM OF CARE

Drug ARM offers a continuum of care through a stepped care model. Our provision of service allows for an integrated care plan, partnering with local health, community and social networks to ensure clients can access the support they need.

			MODERATE	HIGH
LEVEL OF SUPPORT	WELL	AT RISK - LOW		
	Providing public health and prevention projects, as well as information & education to promote self help and awareness.	Providing early intervention, outreach and diversion services as well as recovery management groups.	Conducting low to moderate rehabilitation services and treatment services.	Providing high intensity rehabilitation and treatment services in conjunction with primary care teams.
DRUG ARM PROGRAMS	Intake & Information Line - Eligibility & Assessment			
	<ul style="list-style-type: none"> • Drug ARM Library • School Awareness Programs • Training Workshops 	<ul style="list-style-type: none"> • Breakthrough for Families Qld • Community Corrections Counselling • Connect Group • Drug and Alcohol Assessment & Referrals • Explore Group • Family Support Program • Police & Court Diversion • Support Groups • Street Outreach Service • Targeted Early Intervention 	<ul style="list-style-type: none"> • Community & Family Support Service • Intensive Family Support Services 	<ul style="list-style-type: none"> • Creating Options Program • Day Program

CLINICAL GOVERNANCE

Drug ARM has developed a well-defined Clinical Governance system that ensures and safeguards our high standards of care and support.

Our Clinical Governance Policy sets out the quality and safety agenda for the development and delivery of our services and programs.

It is structured to support emerging national and state trends in safety and quality and provides the overarching framework through which the organisation implements and actions clinical excellence in our services.

Drug ARM recognises that effective Clinical Governance can only occur when the whole organisation, including the Board, Executive, Managers and staff, share responsibility and accountability for the care of clients and for the continuous improvement of the quality of our services and programs.

The resulting framework is inclusive and represents recognised best practice principles that:

- are underpinned by the Christian principles of the organisation
- focus on the individual and their families as the centre of decision making in their care
- includes communication loops between the strategic direction and the quality systems in which we operate
- allocates appropriate resources and delineates roles and responsibilities clearly, explicitly builds an honest and transparent relationship with all stakeholders, and promotes open disclosure and communications as a foundation for continuous improvement
- holds continuous improvement structures, systems and processes as a centrepiece of all activities
- promotes systems that demonstrate rigour in identifying, monitoring and responding to incidents
- understands that performance management, monitoring and reporting is necessary in its ability to inform development processes and achieve excellence in service provision

Drug ARM is committed to continuously improving the quality of our programs and services and this is reflected as a focus of the framework. Some of the key elements include:

- professional development
- clinical auditing and review of practice
- clinical effectiveness based upon evidence informed practice
- clinical risk management
- action research and action learning processes
- consumer, carer and family input in to program design





PROGRAM PROFILES

BREAKTHROUGH FOR FAMILIES QLD (BFFQ)

FAQ for Service Providers. Separate information and marketing material is available for public distribution.

ABOUT THE PROGRAM

Breakthrough for Families Qld is a person-centred support program for families and significant others impacted by another person's alcohol and other drug use.

Incorporating the latest evidence, the program is designed to equip family members and significant others with information and strategies to cope with the impact of substance use on the family, and care for the person using substances. Our Family Support Facilitators inform the community through public information sessions, and coach clients through individual or family sessions with a range of referrals and other supports.

The program enables clients to understand substance use, equips them with the skills and knowledge to navigate the treatment landscape, and addresses barriers to seeking help.

Participation in the Breakthrough for Families program is voluntary and the sessions are culturally respectful, accessible and inclusive.

ACTIVITIES

Breakthrough for Families Qld undertakes the following treatment activities:

- Case Management
- Casework
- Consultation and liaison
- Discharge planning
- Treatment planning and review

ELIGIBILITY CRITERIA

- Information sessions are open to the public.
- Brief intervention is available to family members and significant others of people using substances

TREATMENT EPISODE

The duration of treatment is tailored to client's presenting issues.

INTAKE & ASSESSMENT

No intake is required for information sessions. Walk ins welcome.

Intake for the brief intervention support can be arranged by attending a local information session or contacting Central Intake.

Call: 07 3620 8880

Email: intake@drugarm.com.au

REFERRALS

Clients can self-refer or be referred by other community, health or government organisations.



REPORTING OBLIGATIONS

Drug ARM has the same reporting obligations as other entities that are not Prescribed entities. Where there is an indication of harm to a child we will use the Child Protection Guide to determine whether to notify Child Safety or refer to a Family and Child Connect service.

BFFQ is not intended to bring families into the child protection system or to monitor families who are receiving assistance from the child protection system. This is to alleviate concerns among families with children that talking about substance use with Drug ARM may lead to an investigation by Child Safety.

LOCATIONS

Charleville

Lot 1, 102 Alfred Street
Charleville QLD 4470

Ipswich

29 Riverview Road
Ipswich QLD 4305

Mackay

Suite 204/45 Victoria Street
Mackay QLD 4740

Roma

89-91 Arthur Street
Roma QLD 4455

Toowoomba

5/3 Duggan Street
Toowoomba QLD 4350

COMMUNITY CORRECTIONS COUNSELLING

FAQ for Service Providers. Separate information and marketing material is available for distribution.

ABOUT THE PROGRAM

Community Corrections Counselling is an outpatient, person-centred alcohol and other drug treatment service for people attending Community Corrections who are experiencing issues related to their substance use.

Incorporating the latest treatment evidence, the program is designed to motivate clients towards change. Our Case Workers coach and counsel clients with a range of best practice assessments, interventions, referrals and other supports.

The program enables clients to explore practical options to help manage their situation with a holistic focus on relapse prevention, coping strategies, relationship skills, anger management, emotional regulation, general health, mental health, and other life skills support. Our Case Workers can also provide support before, during and after undertaking other alcohol and other drug treatment programs (such as detoxification).

The Community Corrections Counselling program is delivered using a recovery framework and the bio-psycho-social harm minimisation approach to create sustainable change.

ACTIVITIES

Community Corrections Counselling undertakes the following treatment activities:

- Brief intervention
- Case management
- Case work
- Intake screening
- Counselling
- Discharge planning, aftercare/continued care
- Treatment planning and review

ELIGIBILITY CRITERIA

- Queensland Community Corrections referral

TREATMENT EPISODE

The duration of treatment consists of 6 or 12 weekly one-hour sessions.

This is determined by the referring Community Corrections Officer.

INTAKE & ASSESSMENT

All intake and assessment is conducted at the relevant community corrections site following referral.

REFERRALS

Clients must be referred to the program by Community Corrections using a referral form.

Referral forms must be sent to: intake@drugarm.com.au



LOCATIONS

Queensland Corrective Services sites in the following regions:

Brisbane Region

Central Region

North Coast Region

South Coast Region

Southern Region

COMMUNITY & FAMILY SUPPORT SERVICE (CAFSS)

FAQ for Service Providers. Separate information and marketing material is available for public distribution.

ABOUT THE PROGRAM

Community and Family Support Service (CAFSS) is a person-centred, outpatient alcohol and other drug treatment service and family support program for people who are experience issues related to their substance use, or the substance use of a family member or significant other.

Incorporating the latest treatment evidence, the program is designed to motivate clients towards change. Our Case Workers work in pairs to coach and counsel clients with a range of best practice assessments, interventions, referrals and other supports.

The program enables clients to explore practical options to help manage their situation with a holistic focus on coping strategies, relationship skills, anger management, emotional regulation, general health, mental health, and other life skills support. For people using substances, there is a strong focus on relapse prevention strategies and our Case Workers can also provide support before, during and after undertaking other alcohol and other drug treatment programs (such as detoxification).

The CAFSS program is delivered using a recovery framework and bio-psycho-social harm minimisation approach to create sustainable change.

ACTIVITIES

CAFSS undertakes the following treatment activities:

- Brief intervention
- Case work
- Intake screening
- Consultation and liaison
- Counselling
- Discharge planning, aftercare/continued care
- Treatment planning and review

ELIGIBILITY CRITERIA

- Low to moderate substance use
- Low to moderate health and lifestyle issues due to substance use OR
- Family member and significant others of people using substances
- Live within service location boundaries

REQUIREMENTS

- Withdrawal (detox) not required
- Abstinence not required
- Smoking cessation not required

TREATMENT EPISODE

The duration of treatment consists of 12 weekly one-hour sessions for individuals and 4 weekly one-hour sessions for significant others.

Clients are able to engage in multiple treatment episodes.

INTAKE & ASSESSMENT

All assessment and intake is conducted through the Central Intake Service.

Call: 07 3620 8880 (QLD)

Email: intake@drugarm.com.au

REFERRALS

Clients can self-refer or be referred by other community, health or government organisations.



LOCATIONS

Annerley, QLD

Level 1, 493A Ipswich Road

Annerley QLD 4103

Ipswich, QLD

29 Riverview Road

Riverview QLD 4304

CONNECT

FAQ for Service Providers. Separate information and marketing material is available for distribution.

ABOUT THE PROGRAM

Connect group is a person centred psychosocial education group for women incorporating the latest treatment evidence, designed to motivate participants for change. Connect supports participants with awareness raising and opening to the possibility of change concerning their substance use.

The Group enables participants to explore behavioural patterns, values, interpretations of events, and individual life outlooks by providing information, asking open-ended questions, developing rapport, and identifying stressors and treatment options.

Connect emphasises behavioural change and how to better understand and cope with feelings and motivations, encouraging participants to take responsibility for their actions.

TOPICS

Depending on the length of the program, topics will include:

- Building and maintaining motivation to change
- Alcohol and other drug awareness
- Coping with urges and cravings
- Think, feel, behave
- Lifestyle balance
- Communication
- Values
- Relationships
- Domestic Violence
- Problem solving
- Relapse prevention

ELIGIBILITY CRITERIA

- Queensland Corrective Services referral

TREATMENT EPISODE

Connect is offered as a 6, 12 or 24 hour program.

This is determined by the referring Queensland Corrective Services Officer.

INTAKE & ASSESSMENT

All intake and assessment is conducted at the relevant Queensland Corrective Services site following referral.

REFERRALS

Clients must be referred to the program by Queensland Corrective Services.



LOCATIONS

Queensland Corrective Services sites in the following regions:

Brisbane Region

South Coast Region

Southern Region

CREATING OPTIONS

FAQ for Service Providers. Separate information and marketing material is available for public distribution.

ABOUT THE PROGRAM

Creating Options is a comprehensive person-centred outpatient alcohol and other drug treatment service for people who are experiencing severe and complex issues related to their substance use.

Incorporating the latest treatment evidence, the program is designed to motivate clients towards change. Our Clinical Workers coach and counsel clients with a range of best practice assessments, interventions, referrals and other supports including case formulation and coordination.

The program enables clients to explore practical options to help manage their situation with a holistic focus on relapse prevention, coping strategies, relationship skills, anger management, emotional regulation, general health, mental health, and other life skills support. Clinical Workers can also provide support before, during and after undertaking other alcohol and other drug treatment programs (such as detoxification).

Creating Options is delivered using a recovery framework and bio-psycho-social harm minimisation approach to create sustainable change.

ACTIVITIES

Creating Options undertakes the following treatment activities:

- Case Management
- Casework
- Care coordination
- Counselling
- Discharge planning
- Therapeutic groups
- Treatment planning and review

ELIGIBILITY CRITERIA

- Moderate to severe substance use
- Moderate to severe health and lifestyle issues due to substance use
- Adults aged 18+

REQUIREMENTS

- Withdrawal (detox) not required
- Abstinence not required
- Smoking cessation not required

TREATMENT EPISODE

The duration of treatment consists of 12 weekly one-hour sessions.

Clients are able to engage in multiple treatment episodes.

INTAKE & ASSESSMENT

All assessment and intake is conducted through the Central Intake Service.

Call: 07 3620 8880 (QLD)

Email: intake@drugarm.com.au

REFERRALS

Clients can self-refer or be referred by other community, health or government organisations.

LOCATIONS

Biloela

Banana Shire Support Centre
1a/58 Kariboe Street
Biloela QLD 4715

Brisbane North

8-22 King Street
Caboolture QLD 4510

Brisbane South

Level 1, 493A Ipswich Road
Annerley QLD 4103

Bowen

Shop 6, 36 Powell Street
Bowen QLD 4805

Charleville

Lot 1, 102 Alfred Street
Charleville QLD 4470

Cunnamulla

Cunnamulla Courthouse
5 Stockyard Street
Cunnamulla QLD 4700

Gold Coast

Goondiwindi

Unit 11, Waggamba Square
Brook Street, Goondiwindi QLD, 4390

Gympie/ Sunshine Coast

PHN Health Hub
4 Horseshoe Bend
Gympie QLD 4570

Ipswich

29 Riverview Road
Riverview QLD 4304

Mackay

Suite 204/45 Victoria Street
Mackay QLD 4740

Moranbah

9 Belyando Avenue
Moranbah QLD 4744

Rockhampton

7/214 Bolsover Street
Rockhampton QLD 4700

Roma

89-91 Arthur Street
Roma QLD 4455

St George

St George Allied Health Centre
44 Grey St
St George QLD 4487

Toowoomba

5/3 Duggan Street
Toowoomba City QLD 4350

Warwick & Stanthorpe

24 Wood St
Warwick QLD 4370
23 Short Street
Stanthorpe 4380

DAY PROGRAM

FAQ for Service Providers. Separate information and marketing material is available for public distribution.

ABOUT THE PROGRAM

The Day Program is a person-centred, outpatient, non-residential alcohol and other drug rehabilitation treatment service for people who are experiencing issues related to their substance use. The program assists people that require more intensive community-based support than psychosocial interventions provide, but less intensive intervention than is provided in residential treatment.

Incorporating the latest treatment evidence, the program is designed to motivate clients towards change. Our Case Workers coach and counsel clients with a range of best practice assessments, interventions, referrals and other supports including case formulation and coordination.

The program enables clients to explore practical options to help manage their situation with a holistic focus on relapse prevention, coping strategies, relationship skills, anger management, emotional regulation, general health, mental health, and other life skills support. Through groups, the program also provides life skills development to support ongoing substance use management including relationships, parenting, housing, employment, assertiveness, mental health, anger management, nutrition and exercise, and conflict issues.

The Day Program consists of four phases: Pre-entry Phase (Pre-entry week), Intensive Treatment Phase (Weeks 1 - 8), Transition Phase (Weeks 9 - 12) and Sustaining Recovery Phase (Months 3 - 12).

The Day Program is delivered using a recovery framework and bio-psychosocial harm minimisation approach to create sustainable change.

ACTIVITIES

The Day Program undertakes the following treatment activities:

- Case Management
- Casework
- Care coordination
- Consultation and liaison
- Discharge planning, aftercare/continued care
- Information and education for clients in group settings
- Integrated care with other support agencies
- Peer support
- Therapeutic groups
- Treatment planning and review

ELIGIBILITY CRITERIA

- Moderate to severe substance use
- Moderate to severe health and lifestyle issues due to substance use
- Adults aged 18+

REQUIREMENTS

- Withdrawal (detox) not required
- Abstinence not required
- Smoking cessation not required
- Phones permitted

TREATMENT EPISODE

Participants in the Day Program attend 20 hours per week, over a period of 12 weeks.

Participants are also required to complete a pre-entry appointment with the local team prior to commencing in the Day Program.

The Day Program is delivered in four week blocks, and intake is accepted at the beginning of each block.

INTAKE & ASSESSMENT

All assessment and intake is conducted through the Central Intake Service.

Call: 07 3620 8880

Email: intake@drugarm.com.au

REFERRALS

Clients can self-refer or be referred by other community, health or government organisations.



MANAGEMENT/ AFTERCARE

To complement face-to-face services, clients are provided an electronic tablet device to store information and worksheets on whilst participating in the program. Materials are loaded on the device at the commencement of the program and during the sessions.

Upon successful completion of the program, ownership of the tablet is transferred to the client. Successful completion of the program requires attendance at a minimum of 75% of sessions and agreement from the case worker.

LOCATIONS

Ipswich

29 Riverview Road
Riverview QLD 4304

Roma

89-91 Arthur Street
Roma QLD 4455

DRUG, ALCOHOL, ASSESSMENT & REFERRALS (DAAR)

FAQ for Service Providers. Separate information and marketing material is available for public distribution.

ABOUT THE PROGRAM

The Drug, Alcohol, Assessment and Referral program involves a single two hour session assessing the client's substance use, social supports, psychosocial issues and mental health, providing education regarding alcohol, anger management and mental health, and referrals to services which can provide further support.

REFERRALS

When an individual is identified either by police or the courts as being eligible for a DAAR Course:

- a DAAR course referral form is completed by police officers or court officers authorised by the Bail Act 1980 to grant bail for the individual's release
- the DAAR Coordination Service (DCS) is contacted to schedule an appointment
- the completed referral form is emailed to Diversion & Referral Services (D&RS), Courts Innovation Program, Department of Justice & Attorney-General.

The police officer or judicial officer must impose as a condition of release that the individual complete their DAAR course by a stated date, which is recommended as being within three months from the date of referral.

ELIGIBILITY CRITERIA

- 18 years and over
- Charged with a prescribed offence and it is alleged that the offence was committed in a public place while the person was adversely affected by an intoxicating substance, including but not restricted to alcohol and illegal drugs
- Live within service location boundaries

REQUIREMENTS

- Withdrawal (detox) not required
- Abstinence not required
- Smoking cessation not required
- Phones permitted

TREATMENT EPISODE

Participants are required to attend a single two hour education session.



LOCATIONS

Brisbane South

Level 1, 493A Ipswich Road
Annerley QLD 4103

Gold Coast

Ipswich

29 Riverview Road
Riverview QLD 4304

Mackay

Suite 204/45 Victoria Street
Mackay QLD 4744

Toowoomba

5/3 Duggan Street
Toowoomba City QLD 4350

EXPLORE

FAQ for Service Providers. Separate information and marketing material is available for public distribution.

ABOUT THE PROGRAM

Explore group is a person centred psychosocial education group incorporating the latest treatment evidence, designed to motivate participants for change. Explore supports participants with awareness raising and opening to the possibility of change concerning their substance use.

The group enables participants to explore behavioural patterns, values, interpretations of events, and individual life outlooks by providing information, asking open-ended questions, developing rapport, and identifying stressors and treatment options.

Explore emphasises behavioural change and how to better understand and cope with feelings and motivations, encouraging participants to take responsibility for their actions.

TOPICS

Depending on the length of the program, topics will include:

- Building and maintaining motivation to change
- Alcohol and other drug awareness
- Coping with urges and cravings
- Think, feel, behave
- Lifestyle balance
- Communication
- Values
- Relationships
- Anger
- Problem solving
- Relapse prevention

ELIGIBILITY CRITERIA

- Queensland Corrective Services referral

TREATMENT EPISODE

Explore is offered as a Short Intensity Program over 6, 12 or 24 hours or a Medium Intensity Program over 48 and 96 hours.

This is determined by the referring Queensland Corrective Services Officer.

INTAKE & ASSESSMENT

All intake and assessment is conducted at the relevant Queensland Corrective Services site following referral.

REFERRALS

Clients must be referred to the program by Queensland Corrective Services Officer.



LOCATIONS

Queensland Corrective Services sites in the following regions:

Brisbane Region

Central Region

North Coast Region

South Coast Region

Southern Region

FAMILY SUPPORT PROGRAM

FAQ for Service Providers. Separate information and marketing material is available for public distribution.

ABOUT THE PROGRAM

Family Support Program (FSP) is an early intervention program to provide support for children, young people and families.

Incorporating the latest evidence and practice, the program works to improve the wellbeing and safety of children and their families, to help preserve families and to prevent entry or re-entry to the statutory child protection system. Our Case Worker provides individual case management and groups. The program aims to build the capacity of individuals, young people and their families to strengthen the family unit, cope with adversity, and overcome emotional and psychological harm caused by abuse or neglect.

Case Workers also work with young people to reduce pathways to adult disadvantage by intervening early to address problems that might arise. The program specifically targets children, young people and families who find themselves in vulnerable situations but are not currently subject to statutory child protection intervention.

ACTIVITIES

The Family Support Program undertakes the following treatment activities:

- **Case Management**
- **Casework**
- **Consultation and liaison**
- **Counselling**
- **Discharge planning**
- **Groups**
- **Treatment planning and review**

ELIGIBILITY CRITERIA

Families determined 'at risk' of entering the statutory child protection system with children aged unborn to under 18.

Families currently in the child protection system are not eligible.

TREATMENT EPISODE

The duration of treatment is tailored to client's presenting issues.

INTAKE & ASSESSMENT

Intake can be conducted in person, by phone and online.

Intake can be arranged by calling the local FSP worker.

REFERRALS

Clients can self-refer or be referred by other community, health or government organisations.



REPORTING OBLIGATIONS

Drug ARM has the same reporting obligations as other entities that are not Prescribed entities. Where there is an indication of harm to a child we will use the Child Protection Guide to determine whether to notify Child Safety or refer to a Family and Child Connect.

FSP is not intended to bring families into the child protection system or to monitor families who are receiving assistance from the child protection system. This is to alleviate concerns among families with children that talking about substance use with Drug ARM may lead to an investigation by Child Safety.

LOCATIONS

Toowoomba

5/3 Duggan Street

Toowoomba City QLD 4350

Toowoomba QLD 4350

Phone: 07 3620 8860

LIBRARY & INFORMATION SERVICES

FAQ for Service Providers. Separate information and marketing material is available for public distribution.

ABOUT THE PROGRAM

The Drug ARM Library is a public lending library with a specialist focus on mental health, alcohol and other drugs.

The Library offers a range of information and library services in person and online for people, families, communities and professionals. The library catalogue includes access to a comprehensive collection of academic print and electronic journals, books and e-books, and other resources relating to mental health, alcohol, other drug, and related issues.

LIBRARY SERVICES

The Library provides the following services through our resource centre in Brisbane and our extensive online catalogue:

- Resources for people experiencing issues with alcohol and other drugs and their families
- Resources for people with mental health issues and their families
- Resources for professionals, sector capacity building and loan of resources to organisations
- Research/ journals relevant to mental health, alcohol and other drugs
- Expert advice in the field of mental health, alcohol and other drugs
- Literature reviews
- Resources for mental health, alcohol and other drugs
- Stewardship and preservation of an archive collection documenting the history of the organisation and significant historical alcohol and other drug policy movements, including temperance, in Australia

AVAILABLE RESOURCES

- Computers
- Journals
- Serials
- Books
- Reports
- Kits
- Audio visual
- Posters
- Leaflets
- Archives
- Webpages
- Table of Content Alerts

TOPICS

- Alcohol and other drugs
- Mental health
- Counselling and psychology
- Social work
- Harm minimisation
- Indigenous Australians
- Dependency (Addiction)
- Policy
- Families



WE CURRENTLY SUBSCRIBE TO:

- Australian & New Zealand Journal of Public Health
- Australian Journal of Psychology
- Australian Psychologist
- Australian Social Work
- Drug & Alcohol Review
- Health Promotion Journal of Australia
- Journal of Addictions & Offender Counseling
- Journal of Studies on Alcohol
- Journal of Studies on Alcohol & Drugs

LOCATIONS

Online Collection

www.drugarm.com.au/resources

library@drugarm.com.au

Physical Collection

Level 1, 493A Ipswich Road

Annerley Qld 4103

POLICE COURT DIVERSION (PCD)

FAQ for Service Providers. Separate information and marketing material is available for public distribution.

ABOUT THE PROGRAM

Police Court Diversion is an early intervention initiative to provide individuals apprehended for minor drug offences with an incentive to address their substance use early, potentially before receiving a criminal record.

The program delivers assessment, education and support to individuals who have been charged with possession of an eligible substance and have been offered a diversion on no more than one previous occasion (including Police Diversion).

The diverted individuals are required to attend and complete a two hour assessment and education session. Upon completion of the assessment and education session, clients are offered a referral to the closest available individual or organisation authorised to provide an evidence-based outpatient treatment program.

The program uses a harm minimisation approach and seeks to initiate change in offenders. The program also provides screening and referrals to individuals for a range of psychological and social concerns.

REFERRALS

Referrals can be made on the spot by police or through the courts.

This is not a voluntary program.



LOCATIONS

Mackay

Suite 204/45 Victoria Street

Mackay QLD 4744

STREET OUTREACH SERVICE

FAQ for Service Providers. Separate information and marketing material is available for public distribution.

REFERRALS

Clients are able to access Street Outreach Services without referral.

ABOUT THE PROGRAM

Street Outreach Service (SOS) is a mobile outreach program that supports individuals who are, or are at risk of, experiencing homelessness and who may have substance use issues.

Incorporating the latest evidence and practice, the program works to improve the wellbeing of people experiencing homelessness and other complex issues through harm minimisation, information, referrals and crisis intervention. Our volunteer outreach teams also provide transport, emotional support, connections to other agencies and health information.

Outreach Workers also work alongside patrol partners such as local health professionals including GPs to provide brief medical support, housing support, and other social and welfare services.

ACTIVITIES

The Street Outreach Services undertakes the following outreach activities:

- Brief intervention
- Information for clients individually
- Medical interventions
- Referrals



STOCK PHOTO POSED BY MODELS

LOCATIONS

[Brisbane City](#)

[Ipswich](#)

[Mackay](#)

[Maryborough](#)

[Toowoomba](#)

SUPPORT GROUPS

FAQ for Service Providers. Separate information and marketing material is available for public distribution.

SMART Recovery

SMART (Self Management and Recovery Training) Recovery is a group program assisting any problematic behaviours, including dependency to drugs, alcohol, cigarettes, gambling, food, shopping, Internet and others.

Guided by our Clinical Workers, participants come to help themselves and help each other using a variety of cognitive behaviour therapy (CBT) and motivational tools and techniques.

The 4 Point program helps participants to enhance and maintain motivation, cope with urges, problem solve and build a healthy lifestyle balance.

Wise Choices

Wise Choices is a structured, 10 session psycho-education group for people using substances experiencing symptoms of Borderline Personality Disorder.

The sessions introduce the basic Acceptance and Commitment Therapy (ACT) skills and focus on topics such as: difficult thoughts and feelings, acceptance and mindfulness skills, and personal values.



LOCATIONS

Brisbane South

Level 1, 493A Ipswich Rd
Annerley QLD 4103

SMART Recovery

Tuesday, 5pm - 6.30pm

Ipswich

29 Riverview Road
Riverview QLD 4304

SMART Recovery

Monday, 5pm - 6.30pm

TARGETED EARLY INTERVENTION SERVICES

FAQ for Service Providers. Separate information and marketing material is available for public distribution.

ABOUT THE PROGRAM

Targeted Early Intervention (TEI) is a support program for young people, families and the community in Boggabilla and Toomelah, NSW.

Incorporating the latest evidence and culturally appropriate practice, the program assists the community through family and parenting support, early childhood development, youth engagement, and improving educational outcomes. Our Case Workers provide targeted initiatives such as school support and holiday programs, leadership groups, breakfast clubs, and mens and womens groups are also offered.

Drug ARM also operates the Winangalabaa 'Place of Knowledge' Centre in Boggabilla providing a safe space for everyone in the community to access a range of government, welfare and health services.

ACTIVITIES

The Targeted Early Intervention services undertake the following treatment activities:

- Case Management
- Casework
- Information and education only for clients individually
- Information and education for clients in group settings
- Intake and screening
- Integrated care with other support agencies
- Standalone client advocacy
- Therapeutic groups

ELIGIBILITY CRITERIA

- Live within service location boundaries

TREATMENT EPISODE

The duration of treatment is tailored to client's presenting issues.

INTAKE & ASSESSMENT

Intake can be conducted in person or by phone.

Intake can be arranged by calling the Winangalabaa 'Place of Knowledge' Centre.

Phone: 07 4676 2039

REFERRALS

Clients can self-refer or be referred by other community, health or government organisations.



LOCATIONS

Boggabilla & Toomelah

Winangalabaa 'Place of
Knowledge' Centre

134 Merriwa Street

Boggabilla NSW 2409

Phone: 07 4676 2039



REGIONAL PROFILES

CENTRAL QUEENSLAND

	WELL		AT RISK - LOW	MODERATE	HIGH
	EDUCATION & TRAINING	LIBRARY	EXPLORE	CAFSS*	CREATING OPTIONS
Biloela	✓	✓			✓
Woorabinda	✓	✓			✓
Rockhampton	✓	✓	✓	✓	✓

*CAFSS - Community and Family Support Service

DARLING DOWNS/ SOUTH WEST

	WELL		AT RISK - LOW						HIGH	
	EDUCATION & TRAINING	LIBRARY	BFFQ*	CCC*	DAAR*	FSP*	STREET OUTREACH	CREATING OPTIONS	DAY PROGRAM	
Charleville	✓	✓	✓					✓		
Cunnamulla	✓	✓						✓		
Dalby	✓	✓	✓	✓						
Goondiwindi	✓	✓	✓					✓		
Oakey	✓	✓	✓							
Roma	✓	✓	✓					✓	✓	
St George	✓	✓	✓					✓		
Stanthorpe	✓	✓	✓					✓		
Toowoomba	✓	✓	✓		✓	✓	✓	✓		

* BFFQ - Breakthrough for Families Qld; CCC - Community Corrections Counselling; DAAR - Drug & Alcohol Assessments & Referrals; FSP - Family Support Program

MACKAY, ISAAC AND WHITSUNDAYS, QUEENSLAND

	WELL		AT RISK - LOW			HIGH
	EDUCATION & TRAINING	LIBRARY	BFFQ*	DAAR*	PCD*	CREATING OPTIONS
Bowen	✓	✓	✓			✓
Clermont	✓	✓	✓			✓
Dysart	✓	✓	✓			✓
Mackay	✓	✓	✓	✓	✓	✓
Middlemount	✓	✓	✓			✓
Nebo	✓	✓	✓			
Whitsundays	✓	✓	✓			

* BFFQ - Breakthrough for Families Qld; DAAR - Drug & Alcohol Assessments & Referrals; PCD - Police Court Diversion

SOUTH EAST QUEENSLAND

	WELL		AT RISK - LOW							MODERATE		HIGH	
	EDUCATION & TRAINING	LIBRARY	BFFQ*	CCC	CONNECT	DAAR*	EXPLORE	STREET OUTREACH	CAFSS*	CREATING OPTIONS	DAY PROGRAM		
Brisbane North	✓	✓		✓			✓	✓		✓			
Brisbane South	✓	✓		✓	✓	✓	✓	✓	✓	✓			
Gold Coast	✓	✓		✓	✓	✓		✓		✓			
Ipswich	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓	
Lockyer Valley/ Scenic	✓	✓	✓		✓		✓						
Logan/ Somerset	✓	✓	✓	✓			✓						
Moreton Bay	✓	✓		✓			✓						
Redlands	✓	✓		✓			✓						
Sunshine Coast	✓	✓		✓			✓			✓			

* BFFQ - Breakthrough for Families Qld; CAFSS - Community and Family Support Service; CCC - Community Corrections Counselling; DAAR - Drug & Alcohol Assessments & Referrals

WIDE BAY/ BURNETT, QUEENSLAND

	WELL		AT RISK - LOW				HIGH
	EDUCATION & TRAINING	LIBRARY	BFFQ*	EXPLORE	STREET OUTREACH	CREATING OPTIONS	
Bundaberg	✓	✓			✓		
Cherbourg	✓	✓	✓				
Gympie	✓	✓				✓	
Kingaroy	✓	✓	✓				
Maryborough	✓	✓			✓		
Murgon	✓	✓	✓				

* BFFQ - Breakthrough for Families Qld

NEW SOUTH WALES & SOUTH AUSTRALIA

	WELL		AT RISK - LOW
	EDUCATION & TRAINING	LIBRARY	TEI*
Boggabilla & Toomeyah	✓	✓	✓
New South Wales	✓	✓	
South Australia	✓	✓	

* CAFSS - Community and Family Support Service; TEI - Targeted Early Intervention

GENERAL ENQUIRIES

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CENTRAL INTAKE

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