

Access Alcohol & Other Drug Services

Feel supported and listened to.



Building healthier lives together with our communities and delivering excellent health services for all.

Our Alcohol and Other Drug (AOD) Services



We provide a range of free and confidential alcohol and other drug support services.

We work with adults, young people, families and local community organisations to support recovery and reduce the harms associated with alcohol and other drug use.

Who is eligible?

Anyone who is experiencing problems relating to substance use can access our service, regardless of your age or what suburb you live in.

You do not need a Medicare card or GP referral to access our service. If you are seeking support in relation to a family member, your family member does not need to be a client of our service for you to access support with us.

We welcome people who have both substance use and other mental health concerns. We offer a range of specialist alcohol and other drug services to the community, including:

- Individual counselling for adults, families and young people
- Case management for people with complex needs
- Counselling and support for families affected by substance use
- Needle and Syringe Programs (NSP)

- Outreach support for young people (aged 12-21 years)
- Peer support and group programs
- Referrals to residential withdrawal and rehabilitation
- Specialist services for people involved with the criminal justice system, and
- Education and training programs for schools and community organisations.

We work with people who are having problems with both legal and illegal substances, including prescription and over-the-counter medications.

Family and Youth Services

AccessHC works with families affected by substance use, regardless of whether the person using substances is involved in treatment. If you are worried about a friend or family member's substance use, call us to talk about support options, including individual counselling, family therapy, peer support and group programs. We also have specialist drug and alcohol clinicians who work with young people who are experiencing problems with substance use.

Peer Support Programs

At AccessHC, we know the value of peer support in recovery. We offer a weekly peer support group which is run by people with a lived experience of substance use.

We also host a Family Drug Support group at Hawthorn where families affected by substance use can share experiences and connect with others. Contact Family Drug Support on 1300 368 186 for more information.



Needle and Syringe Program

The Needle and Syringe Program at AccessHC provides free needles and syringes, sharps disposal containers, sterile swabs, and sexual health products to all members of the community. People can also return used needles and syringes for safe disposal. The NSP is an anonymous service which operates at our Hawthorn and Doncaster East clinics during business hours.



Free service

We are a quality, not-for-profit health and community service for all.

Our alcohol and other drug service is entirely free and at no cost to you.

We offer high quality, low cost education and training programs for schools and other community organisations. This is to ensure that the community has access to alcohol and other drug education and programs to reduce harm.

To make an appointment

If you would like to talk to someone about your substance use, or you're worried about someone else's substance use, please call us on 9818 6703 and ask to speak to a member of the Alcohol and Other Drug team.

To make a referral through our central intake service, please call on 1800 778 278.

If you need to reschedule your appointment please contact us at least 24 hours before.

If you need urgent support or are in crisis, please contact emergency services on 000.

For 24 hour information and advice about alcohol and other drugs, contact:

- DirectLine - 1800 888 236
- Youth Drug and Alcohol Advice (YoDAA) - 1800 448 685
- Family Drug Support - 1300 368 186
- Family Drug Help - 1300 660 068

Where to find us

Doncaster East
1/1020 Doncaster Road
Doncaster East VIC 3109

Hawthorn
378 Burwood Road
Hawthorn VIC 3122

Opening hours are available online, find us at accesshc.org.au

Our partners

AccessHC is proud to be part of the Eastern Consortium of Alcohol and Drug Services (ECADS) in partnership with Eastern Health Turning Point, Link Health and Community, SalvoCare Eastern and SHARC. We are also a proud member of the Eastern Drug and Alcohol Service (EDAS) in partnership with Link Health and Community and EACH Social and Community Health.

We are a child safe organisation.

AccessHC is committed to providing services for our diverse community.

