

# How alcohol and other drug treatment services work – and where to go for help

**No matter where you are in your recovery journey, there are many supports available**

## Counselling

This 'talk-based therapy' with an experienced counsellor can be done one-on-one, with your family, or in a group setting.

You might attend a single session or an extended program, depending on your needs.

## Withdrawal

Also known as 'detox', you will be safely supported to stop using alcohol or other drugs and access further supports.

This might be through a live-in 'residential' program, a home-based program, or a day program at a health service.

## Rehabilitation

You will attend a longer-term, fully supervised program that includes counselling and support to build life skills and wellbeing.

Like withdrawal, there are residential and day programs available.

## Where to go for help

**Anyone can call DirectLine on 1800 888 236 to get a referral**

It's free, anonymous, confidential and available 24-hours a day for information, counselling and referral to alcohol and other drug treatment services.

You can also contact your local intake service directly.

## How much will it cost?

There are government-funded (public) health services that can help you with drug and alcohol issues for free or low cost, depending on your circumstances.

Private health services also offer a range of treatment, but costs will vary depending on the service and whether you are covered by private health insurance. It is important to know that when you pay for services you are entering into a contract, so make sure you ask about fees, costs and extras before you sign up.

## Make sure the service is right for you

All health services, whether public or private, should be safe, accessible and professional. As a client, you should always be treated with dignity and respect.

There are many treatment options to choose from, including specialist services for women, youth and Aboriginal Victorians. In many cases your family and friends will be able to support you through treatment.

Public services must meet certain standards for safe and high quality care. Not all private services are subject to the same standards. That's why it's important to do your research and find the treatment pathway that's right for you.

To receive this publication in an accessible format email [aod.enquiries@dhhs.vic.gov.au](mailto:aod.enquiries@dhhs.vic.gov.au)

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Available at Alcohol and other drug client charter and resources

<<https://www2.health.vic.gov.au/alcohol-and-drugs/aod-service-standards-guidelines/aod-client-charter>>



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