

You don't have to get through the hard hours alone.

A familiar voice on call through the evenings and weekends, for the moments that feel hardest.

What is Positive Steps?

We're a trauma, anxiety and counselling clinic. Helping people through their hardest moments is simply what we do. And after years of it, we noticed something: the hardest moments almost never happen during business hours.

So what is the service?

It's after-hours support where you have your own support therapist, on call in the evenings and on the weekends, when most other services aren't around. As a counselling clinic, we kept seeing the same thing. The evenings and weekends are so often when people feel most isolated and alone. One quiet day becomes three, and the silence can start to feel like being forgotten. You don't need a crisis line for that. You just need someone who already knows you to check in. So that's what we built.

How does it actually work?

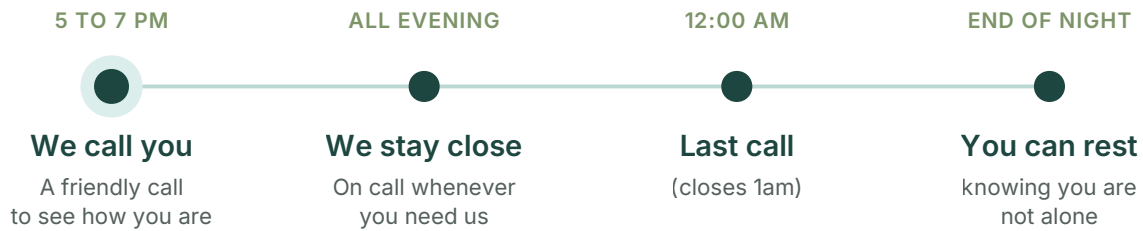
You get your own dedicated support therapist, a qualified, registered counsellor you speak to every time, Wednesday to Sunday. Not a hotline, not a different voice each night. We run it across five days on purpose, so your support therapist stays the same familiar person, and stays rested enough to be genuinely present for you.

Each evening, and through the weekend, we call you first, a gentle check-in to see how you are going. From there we are on call until 1am (last call at midnight), for the nights you can't sleep, when anxiety creeps in, or you simply want to talk something through. We are here Wednesday to Sunday from 5pm, plus Saturday and Sunday afternoons. And if a night ever feels unsafe, we stay with you, keep calm, and help you reach the right support straight away.

And you never have to hold it all on your own. With your okay, we keep your support team gently in the loop, so the people who care about you know how you are going and you don't have to explain everything twice. The important part is simple: someone is checking in, and you are not doing the hard nights alone.

What a night with us actually looks like

Here's what a single evening with us looks like.



The same familiar support therapist all week, Wednesday to Sunday. Always the same voice, never a stranger.

One included hour a day, funded through your plan, so it's simple and affordable.

Why it feels different

Most after-hours support works one way. We built ours the other way around.

What people usually expect

- ✗ A different voice every time
- ✗ You have to reach out first
- ✗ A short call, then it's over
- ✗ They don't know your story

How Positive Steps works

- ✓ The same support therapist, every time
- ✓ We reach out to you first
- ✓ A full hour a day, never rushed
- ✓ We know exactly who you are

How it's funded

It's funded through your NDIS plan (or privately), at support-worker rates, so for most people it's simple and affordable. It's one included hour a day, and your very first meet and greet is completely free.

NDIS FUNDED

A note on safety

We're not a crisis or emergency service, and that's okay, because most hard nights aren't emergencies, they're just hard, and that's exactly what we're here for. If you're ever in real danger, we'll help you reach the right people straight away, and services like 000 and Lifeline are always there too.

Getting started is easy



However you get in touch, we take it gently from there. Your first meet and greet is free, and there's no pressure to continue if it isn't right for you.

Want to give it a go?

There's no wrong way to reach out.

GET IN TOUCH WITH US

Reply, or call 0466 845 820

PREFER TO GO THROUGH YOUR COORDINATOR?

They can help you start

From there, we'll set up a free, relaxed meet and greet, just a chance to see if it feels right for you. No pressure, and no charge if you decide it isn't.

✓ Your first meet and greet is free. If it isn't right for you, that's completely okay.

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