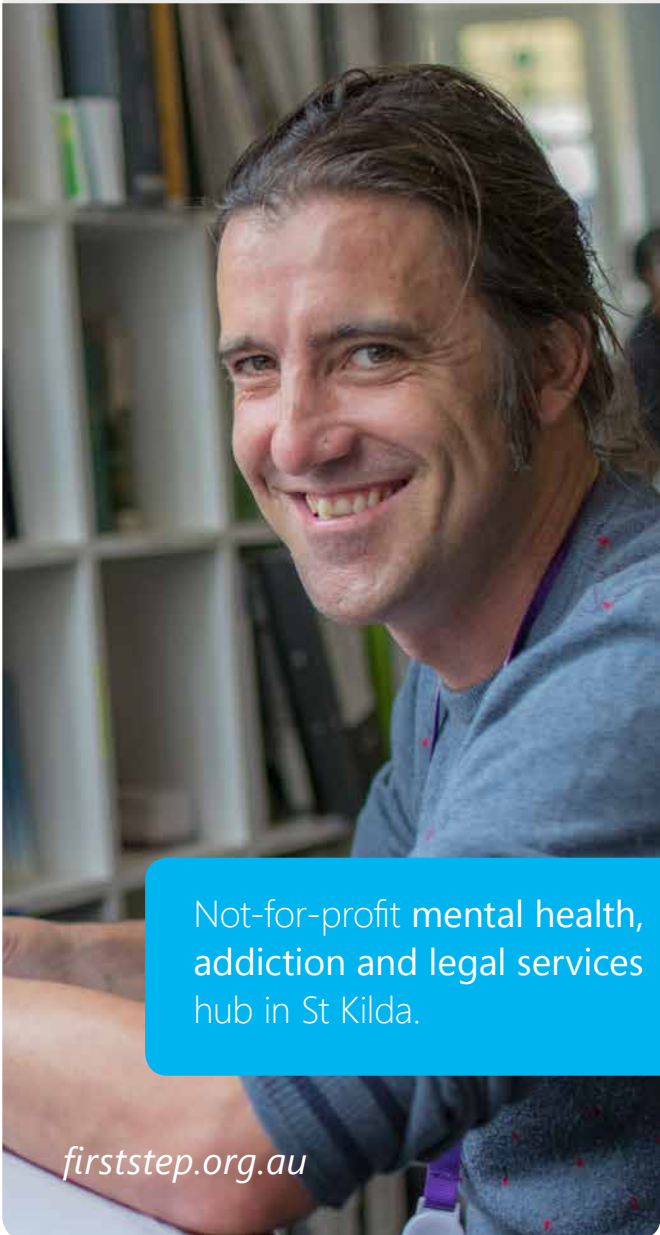


FIRSTSTEP

● ● ● ● ● ● ● ● Compassion + Wellbeing



Not-for-profit mental health,
addiction and legal services
hub in St Kilda.

firststep.org.au

Our Services and Fees

Our services are free at the point of delivery. Bring your Medicare Card (and Health Care Card if you have one) to your appointment.

Services

- › GPs (general medicine, opiod addiction treatment, women's health and more)
- › Hep C nurses and specialists
- › Mental Health Nurses
- › Psychology and Psychiatry
- › Drug and Alcohol Workers
- › Legal advice, referral and representation
- › Infringement fine assistance
- › Care Coordinators and Case Managers

.....

"Genuine, hard-working, raw, effective, direct, honest, caring."

- First Step Patient Feedback

.....

This combination of services is unique in Australia and is proven to be effective.

You can make an appointment and/or be referred to our services.



We acknowledge the traditional owners of this land, the Yalukit Willam clan of the Boon Wurrung people and pay our respects to their elders both past and present. We acknowledge and uphold their continuing relationship to this land.



First Step are committed to equity irrespective of cultural or linguistic background, sexual orientation, gender identity (LGBTI+), intersex status, religion or spiritual beliefs, socio-economic status, age, or abilities.

Getting support

We are a not-for-profit mental health, addiction and legal services hub located in the heart of St Kilda.

We offer bulk-billing GPs, allied health clinics, pro bono legal and other support services – free to all Victorians.

Our services is accessible and we are compassionate and non-judgemental. It does not matter where you live and we are open late serveral days a week.



Book an appointment

call 9537 3177

email info@firststep.org.au

First Step does not provide crisis assesment treatment. **In case of emergency, call 000.**



Your privacy

We will protect your privacy and never share information without a good reason and your consent. Our policies, procedures and the law control what we do with your personal information.

Your rights and responsibilities

What you can expect from First Step:

- Clean, neat and appropriate facilities
- Convenient appointment times
- A non-judgemental and friendly attitude
- Clear communications without jargon
- A consistent effort from us to achieve the best outcomes possible for you
- Short waiting times when you arrive on time for an appointment

What First step expects from you:

- Make an appointment whenever possible
- Attend appointments on time
- Call if you are running late and in advance if you need to cancel
- The same respectful and friendly attitude that you will see from us
- Honest communication (we can not help you if we do not have the full picture)

Your First Step journey

Right from your first contact, our team will help to stabilise your life, support your recovery and empower you to control your future.

Your intake worker will start the process of First Step getting to know you, after which you will be assigned one of our experienced GPs. That doctor will work with you to develop short, medium and long-term goals utilising our support services and other external resources.

.....

“When I was lost and needed help everyone at the clinic gave me hope and made me feel welcome.”

- First Step Patient Feedback

.....

If you can, bring people that you are close to and trust to appointments. We are in your corner and we want to work with the people who are there for you.



