



Public Health
Agency

Project supported by the PHA

Steps to Change Service





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Steps to Change Service - What to Expect

Taking the first step can feel hard. Steps to Change Service is free, confidential support for adults aged 18+, designed to be safe, supportive and led by you.

Getting in touch

You can self-refer online or by phone, or ask someone you trust to refer with your permission. Your local service will respond as soon as possible.

Getting information on what to expect from the service.

You can do this by visiting each of the service provider websites or in person if you prefer.

Your first conversation

This is a friendly, non-judgemental chat where you can talk at your own pace. You don't need to know what you want yet — it's about understanding what support could help.

Assessment and support

If you choose to continue, you'll agree next steps with your worker. Support is flexible and based on your goals, such as cutting down, stopping, or finding balance. Adults can receive up to 10 one-to-one sessions, delivered face to face, by phone or online.

Ongoing and ending support

Support moves at your pace and can change over time. When sessions end, this is planned with you, and you can return to the service in the future if needed.

Your rights

The service is confidential, respectful and non-judgemental. Information is only shared with your consent, unless there is a serious safety concern.

