



About LETSS

The Lived Experience Telephone Support Service (LETSS) is a free after hours phone and web chat service that offers same-day information, navigation and support.

LETSS offers scheduled callbacks and assistance to connect with other services.

The service is available from 5pm – 11:30pm seven days a week, every night of the year.



Who are the LETSS peer workers?

LETSS Peer Workers are people with a lived experience of mental health challenges and/or have experience in caring for someone with mental health challenges.

LETSS Peer Workers have experience managing their own mental health challenges and draw on that insight to support others.



1800 013 755

(5pm – 11:30pm)

letss@skylight.org.au

letss.org.au



LETSS gave me someone to talk to, who actually understands what I am going through.

-LETSS Caller



Supported by

phn
ADELAIDE

An Australian Government Initiative

**SKY
LIGHT**

SEE MENTAL HEALTH DIFFERENTLY

This program is funded by the Adelaide Primary Health Network – an Australian Government Initiative



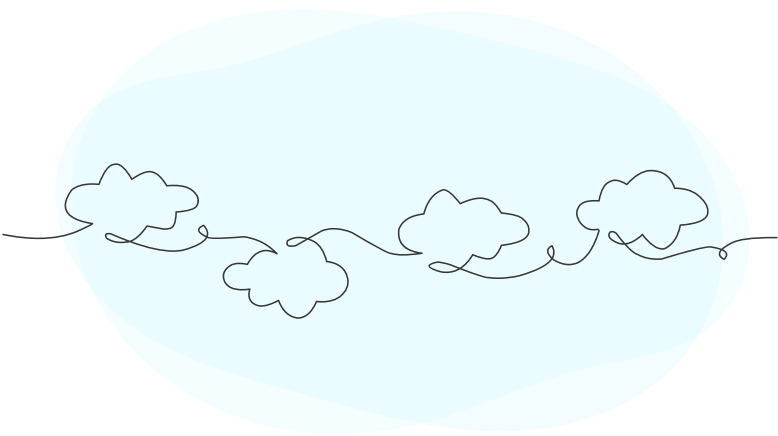
mental health support
every evening.



5pm – 11:30pm, 365 days a year

1800 013 755

letss.org.au



Who can connect with LETSS?

Anyone in Metro South Australia. LETSS is a free service that assists:

- People looking for support for their mental health
- Carers, families and friends looking for support and information about mental health
- Service providers wanting support and information about mental health services

What can I expect when I connect?

- To chat with a lived experience Peer Worker who will listen and truly care about your current situation
- Information about what living with mental health is like, what services are available and how to navigate them
- A transcript of your online chat conversation, if desired

How does the online web chat work?

Visit www.letss.org.au and click on the web chat option to speak to the next available Peer Worker. You can stay anonymous if you choose. You can also have the chat transcript emailed to you by entering your email address at the start of the conversation, and informing the Peer Worker that you are speaking with that you would like the transcript sent to you.

Can I request a call-back?

If you are placed on hold, you will be given the option to key in your number and request a call back; a Peer Worker will give you a call back as soon as possible. Alternatively, you can choose to stay on the line and speak to a Peer Worker when they become available.



Organising a wellbeing call

A wellbeing call can be arranged by a service provider. For instance, after a hospital stay, a service provider may request for someone to receive a call from a LETSS Peer Worker to check in and see how they are doing, as well as provide information to them and assist with any queries they may have.

Individuals who access the service may also request a follow up call from a Peer Worker after an initial conversation.

To arrange a wellbeing call, you can find a form on our website by navigating to the “Wellbeing Call Referral” page.

LETSS Wellbeing Magazines

LETSS creates several Wellbeing Magazines a year. These magazines have a range of articles and activities to assist you to keep on top of your mental health.

They are available for download on the LETSS website, or if you prefer, we can post a hard copy to you.

If you would like a hardcopy, you can request some peer magazines for yourself or for the service you work for by visiting our website and clicking on the “Peer Mag Request Form”.

