



# WELCOME TO SKYLIGHT

## REFERRER INFORMATION



“

***My support worker always goes above and beyond. It's clear they genuinely care – the difference they make in just a few hours is incredible, and I am truly grateful.***

**Skylight 1:1 Support Worker Participant**

”



*Skylight Mental Health respectfully acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia, and the traditional custodians of the lands on which we live and work. We pay our respects to their Elders past, present, and emerging, and respect First Nations cultural and spiritual heritages.*

*Skylight welcomes people from all cultures, backgrounds, and faiths, and celebrates all genders, identities, and abilities.*

*We acknowledge people with lived experience of mental health concerns and suicide, and those who love and care for them. We recognise that to truly build and maintain high quality services we must ensure our practice, values, and language draw upon the lived experience, wisdom and expert knowledge of the people we assist and the broader lived experience community.*



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# About Us

At Skylight Mental Health, we walk alongside people experiencing mental health challenges, providing practical support, connection, and hope. As a South Australian not-for-profit organisation, Skylight offers a wide range of services that support mental wellbeing, personal growth and community inclusion.

Whether you're engaging in NDIS services, therapeutic groups, individual support, counselling, or carer programs, we're here to support your journey in a way that works for you.

Skylight programs are primarily designed for people aged 18 to 64, although some grant-funded programs may have different eligibility requirements.

## **Our goals are to:**

- **Reduce discrimination.**
- **Remove stigma around mental illness**

**We provide support and information and build community awareness and advocate for improved mental health policies and services.**

**Our role within the NDIS is essential – to bring choice and control to the people who need it most.**



# Our History

Skylight has been supporting South Australians for over 40 years. Originally known as the Schizophrenia Fellowship of South Australia, our organisation was founded by a passionate group of carers, health professionals, and community members who recognised the need for better mental health support.

Over the decades, we've grown and evolved to reflect a broader understanding of mental health. In 2017, we became Skylight Mental Health, a name that symbolises hope, light and new beginnings.

Today, we continue to be guided by our values of respect, connection, inclusion and empowerment, providing support to individuals, families and communities across both metropolitan and regional South Australia.

## Our Values

### ● Understanding

Discovery through shared learning.

### ● Optimism

The hope and belief in the possibility and the potential of each person.

### ● Connection

Humanity, lived experience, and the importance of what happens between people.

### ● Courage

Resilience, commitment and a strength of spirit.

# Value on Lived Experience

At Skylight Mental Health, lived experience is not an add-on it is central to how we design, deliver and continuously improve our services.

Many members of our workforce bring their own lived experience of mental health challenges or caring roles. This experience is combined with strong professional training, supervision and governance to ensure support is both safe and effective. The result is a workforce that understands mental health not only in theory, but in practice from the inside out.

For people engaged with the NDIS, transitioning out of hospital, or rebuilding stability after periods of distress, connection matters. Support grounded in lived experience helps reduce power imbalances, builds trust more quickly, and supports people to feel genuinely understood rather than assessed. It can be especially valuable for individuals who have experienced stigma, disengagement or repeated service transitions.

Skylight's non-clinical approach recognises that recovery looks different for every person. Our lived experience, trauma informed practice supports people to identify their own goals, strengthen their sense of self, and reconnect with community in ways that are meaningful to them. This aligns with our values of Understanding, Connection, Optimism and Courage, and underpins services across all Skylight services.

For referrers, this means confidence that your clients are being supported by a service that values dignity, collaboration and real-world insight alongside clear pathways, strong coordination, and continuity of care. Skylight works alongside clinical and community services to ensure people are supported to sustain wellbeing beyond the point of referral.



# Our Services



## Support Workers

Skylight's Support Workers provide personalised, one-on-one support tailored to your NDIS goals and everyday needs. Our experienced, mental health-trained team takes a person-centred approach—building genuine, trusting relationships that support your growth and confidence.

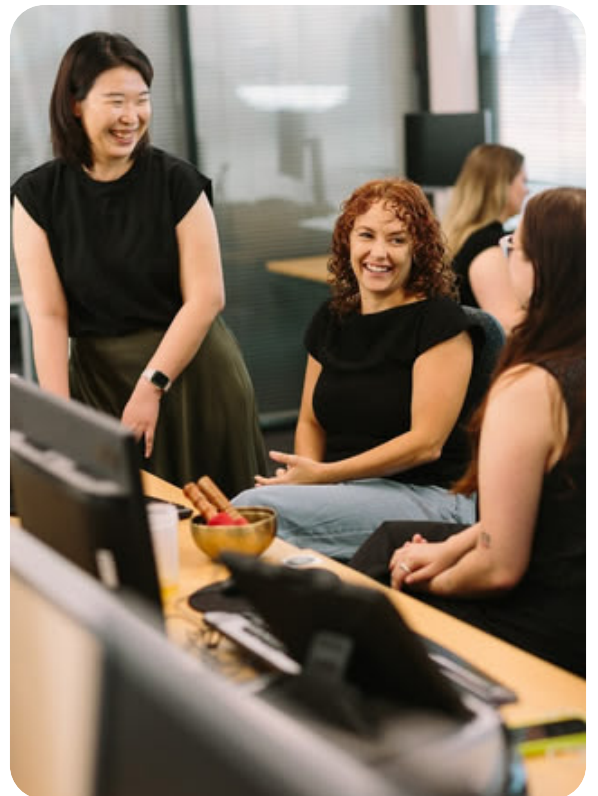
Support may include help with daily routines, developing life skills like cooking or cleaning, accessing the community, or working towards employment and independence. We can also support you to attend important appointments, community events, or group activities, helping you stay connected and engaged.

*Available under Core or Capacity Building funding with an eligible NDIS plan.*

## Plan Management

Skylight's Plan Management service takes the hassle out of managing your NDIS funding. Our experienced team looks after the financial side of your plan—processing invoices, tracking budgets, and providing easy-to-read monthly statements. You'll have full choice and control over your supports, including the option to use non-NDIS registered providers. With access to a secure online portal, you can view your budget in real time. It's ideal for participants who want flexibility and freedom—without the paperwork.

*This service is available to participants who have Plan Management funding included in their NDIS plan.*



To discover more about our services, fill out an expression of interest by visiting our website [skylight.org.au/contact-us](https://skylight.org.au/contact-us) or phone us on (08) 8378 4100.

# Our Services

## Psychosocial Recovery Coaching

Our Psychosocial Recovery Coaches combine both lived and learned experience in mental health to guide you on your recovery journey. They are here to support you in understanding and implementing your NDIS plan while encouraging personal growth and independence. Through a person-centred approach, your Recovery Coach will work with you to develop strategies to manage everyday challenges, connect with appropriate services, and set and achieve your recovery goals. You remain in control—our role is to support your vision for a meaningful life.

*This service is available to participants who have Psychosocial Recovery Coaching included in their NDIS plan.*



## Support Coordination

Support Coordination helps you to get the most out of your NDIS plan. We assist you in understanding the purpose of your funded supports, connecting with the right services, and navigating the often complex systems within the NDIS. Whether you're new to the NDIS or require assistance with your existing plan, our experienced Coordinators help build your confidence and capacity to manage your supports. We also offer Specialist Support Coordination for individuals with more complex needs.

*This service is available to participants who have Support Coordination included in their NDIS plan.*

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# Our Services



## Therapeutic Groups

Skylight's Therapeutic Groups provide a safe and supportive space for participants to connect with others, build skills, and explore personal growth. These structured group programs focus on areas such as trauma recovery, stress management, emotional regulation, and voice hearing. Group options include Art Therapy, Dialectical Behavioural Therapy (DBT), Acceptance & Commitment Therapy (ACT), Trauma-Sensitive Yoga, and Sound Minds—a group for people who hear voices.

*To check your eligibility or availability for specific groups, please contact our Customer Relationships Team. Some groups can be accessed through NDIS funding under Core Supports – Social & Community Participation. There are limited spots available through government funded grants*

## Activity Groups

Skylight offers a range of NDIS psychosocial group programs designed to support participants living with mental health challenges. Our Activity Groups in Adelaide Central Metro, Elizabeth, Christies Beach Limestone Coast and Murray Bridge provide a safe, welcoming environment where you can engage in creative, social, and skill-building activities – all fully accessible under your NDIS Plan.

Our NDIS-funded Activity Groups include - Music, Art and craft groups, Cooking classes, Social Groups & Community Outings. Each group is led by trained facilitators who understand mental health and the NDIS, creating an inclusive space that supports your recovery goals and community participation.

*Available under Core Supports – Social & Community Participation. There are limited spots available through government funded grants*



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# Our Services



## Counselling & Therapy

Counselling and therapy at Skylight is a collaborative and confidential process that focuses on supporting your mental health and emotional wellbeing. Our qualified team of counsellors and therapists are experienced in a range of therapeutic approaches. Whether you're navigating trauma, anxiety, grief, depression, or carer stress, our team works with you to explore new perspectives, build coping skills, and foster personal growth. Sessions are person-centred, respectful, and responsive to your unique goals and needs.

*Available under Therapeutic Supports (Improved Daily Living) with an eligible NDIS plan or accessible via Fee-for-Service. There are limited spots available through government funded grants*

## Lived Experience Telephone Support Service (LETSS)

The Lived Experience Telephone Support Service, or LETSS, is a South Australian resource offering free after-hours phone and web chat support, available every day from 5 PM to 11:30 PM, including holidays. Whether you're seeking information, guidance on navigating mental health services, or just someone to talk to, our team is here for you. At LETSS, we provide follow-up support such as scheduled callbacks, wellbeing calls, and help connecting with other services.

*LETSS is available between 5pm - 11:30pm, 365 days a year. For more info go to [letss.org.au](https://letss.org.au) or ph. 1800 013 755.*



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# Our Services



## Carer Services

Our Carer Services support people who are caring for someone with a disability, medical condition, or mental health challenge. Delivered in partnership with Carers SA through the Carer Gateway, we offer tailored services including peer groups, coaching, and one-on-one support. Peer groups provide a space to share experiences and feel less alone. Carer coaching offers goal-focused guidance, while our counselling services offer a safe place to talk through challenges. We recognise and value the vital role of carers and aim to strengthen their wellbeing.

Contact [\(08\) 8291 5600](tel:(08)82915600) or go to [carerssa.com.au](http://carerssa.com.au) to register for Carer Services and request Skylight as your preferred provider.



## Community Connections Program

**Western Metro | Limestone Coast | Murray Mallee | Fleurieu including Kangaroo Island**

Community Connections is a short-term program supporting people aged 18–64 (or 18–49 for Aboriginal and Torres Strait Islander people) who aren't eligible for the NDIS or My Aged Care.

Over 12 weeks, participants receive 1:1 support to strengthen social connections, build life skills, and grow in confidence. With a strong focus on individual goals, the program helps people connect with long-term services and community supports through a guided handover—ensuring they feel supported every step of the way. The aim is to empower individuals to lead more connected, independent, and fulfilling lives.

*The Community Connections program is funded by the Government of South Australia. Register your interest via the Skylight Website or Ph: (08) 8378 4100.*



To discover more about our services, fill out an expression of interest by visiting our website [skylight.org.au/contact-us](http://skylight.org.au/contact-us) or phone us on (08) 8378 4100.

# Our Services

## Country Wellness Connections

Limestone coast | Murray Mallee | Coorong

Country Wellness Connections is a free, community-based mental health program that helps people whose mental health impacts their daily life. It's non-clinical and recovery-focused, offering practical, one-on-one support tailored to your goals. A dedicated mental health support worker will help you:

- Build confidence and independence
- Improve your health and wellbeing
- Strengthen support networks
- Achieve personal goals and improve quality of life

Support may include help with accessing education or training, managing money, finding housing or employment, and connecting with services, family, and community. If your needs go beyond what this program can provide, we can also support you to apply for the NDIS.

*This service has been made possible by funding from Country SA PHN. Register your interest via the Skylight Website or Ph: (08) 8378 4100.*



Funded by

**phn**  
COUNTRY SA

An Australian Government Initiative



 **wellness  
connect**

## Wellness Connect

Wellness Connect at Skylight offers community-based, one-to-one coaching and groups that support recovery for people whose mental health experience impacts their day-to-day activities.

Support is individual to the person and can focus on exploring strategies to support daily living, such as looking after health, connecting to housing and employment supports, as well as improving your connections with family, friends and your local community.

Wellness Connect is for people who:

- are aged 18 – 66 years old
- live in the Adelaide metropolitan area
- are not NDIS participants.

*Anyone can make a referral to Wellness Connect via [wellnessconnect@skylight.org.au](mailto:wellnessconnect@skylight.org.au) or Ph: 1300 358 220.*

To discover more about our services, fill out an expression of interest by visiting our website [skylight.org.au/contact-us](https://skylight.org.au/contact-us) or phone us on (08) 8378 4100.

# Our Services

## Distress Brief Support

### Northern Adelaide Suburbs

Distress Brief Support (DBS) is a community-based service for adults experiencing stress or distress. Our Lived Experience Peer Workers listen without judgement, help you make a simple plan for the next steps, and, if you choose, connect you with other supports in your local community.

DBS offers up to 3 weeks of one-to-one focused, practical support to help you stabilise, problem-solve and link with the right services.

*This service is **accessible Mon-Fri, 9am-5pm** either in person at Skylight Elizabeth - 15 Elizabeth Way, Elizabeth or via phone - 1800 327 327 or chat online - [skylight.org.au/distress-brief-support/](https://skylight.org.au/distress-brief-support/)*



## Individual Psychosocial Recovery Programs

### Riverland | Murray Mallee | Coorong

Individual Psychosocial Recovery Program offers tailored support focused on mental health recovery, providing rehabilitation and assistance to those facing mental health challenges.

Designed for individuals already receiving support from Community Mental Health Services who seek to further enhance their understanding, skills, and confidence as they continue their recovery journey towards independent living in the community.

This personalised service is delivered one-on-one in the comfort of the person's own home and local community. The support is flexible and carefully tailored to meet the unique needs of each individual, with the level of assistance adjusted as their needs evolve.

*To refer please talk to your Community Mental Health Worker or GP and ask them to refer to the program.*



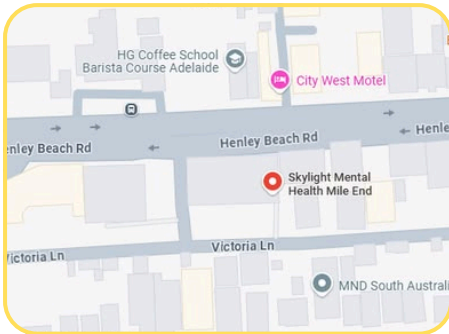
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# Office Locations

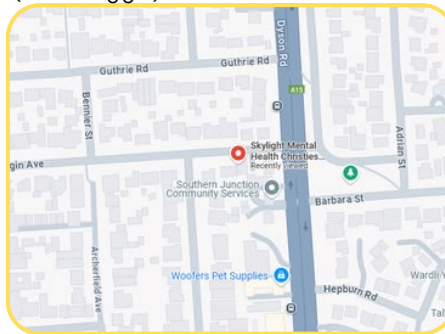
## Mile End

73 Henley Beach Rd, Mile end



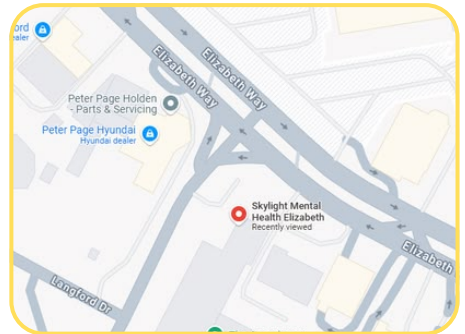
## Christies Beach

64 Elgin Ave, Christies Beach  
(Parnangga)



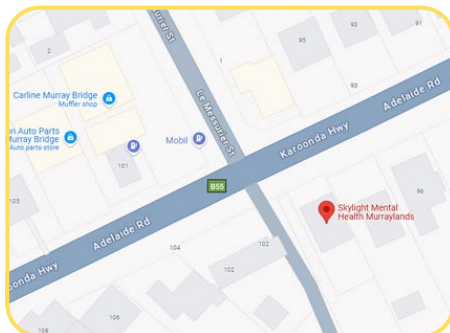
## Elizabeth

15 Elizabeth Way, Elizabeth



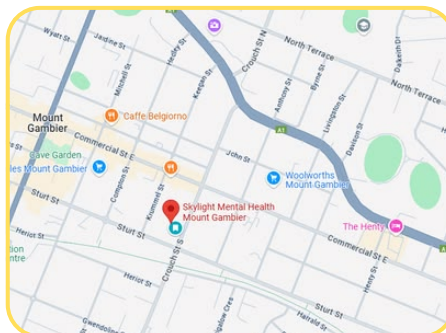
## Murraylands

100 Adelaide Rd, Murray Bridge



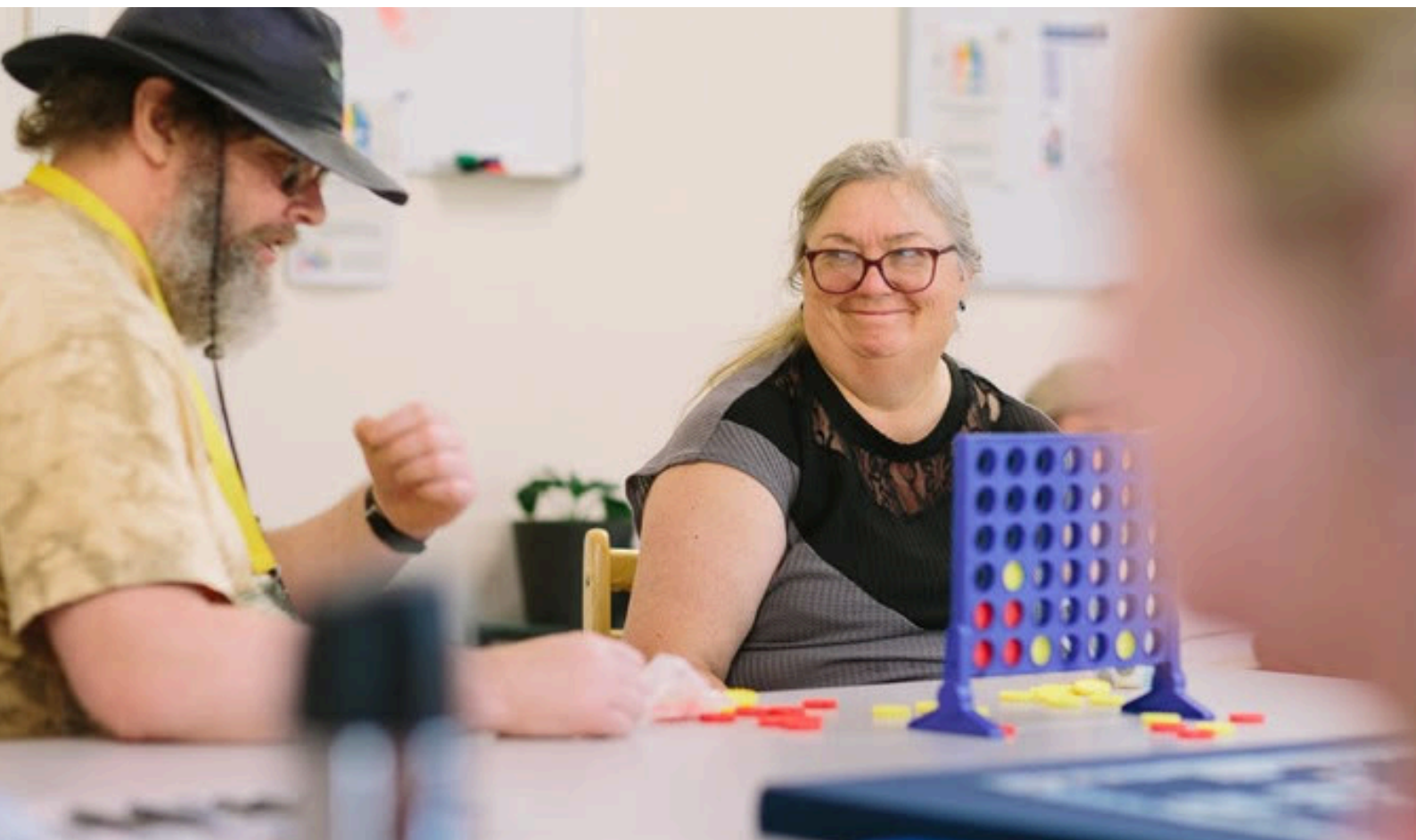
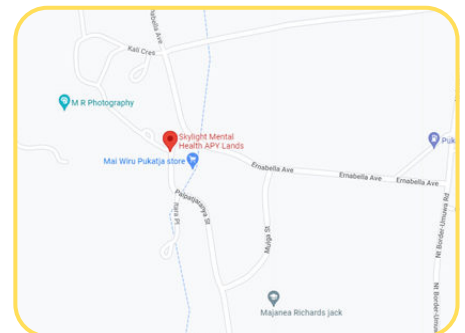
## Limestone Coast

12 Crouch St South, Mt Gambier



## APY Lands

Pukatja SA



# Group Locations

## **Skylight Elizabeth**

Address: 15 Elizabeth Way, Elizabeth

Skylight Elizabeth is located in Adelaide's northern suburbs, near the Aqua Dome and Elizabeth City Centre shopping complex. It's easily accessible by both train and bus. There is limited parking on site, with additional parking available across the road at the Elizabeth Shopping Centre.

## **Skylight Christies Beach (Parnangga)**

Address: 64 Elgin Ave, Christies Beach

Skylight Christies Beach (Parnangga) is located in the outer southern suburbs of Adelaide. It is accessible via bus (Bus 733 at stop 66) or by walking from the Noarlunga Centre hub nearby. On-street parking is available at the site.

## **Skylight Mile End**

Address: 73 Henley Beach Road, Mile End

Skylight Mile End is located in the inner west, close to Adelaide's CBD, and serves as our Therapeutic Hub. It's accessible via bus (Bus 163/H20 at stop 3 or Bus J1/J2 at stop 4) with onsite parking via Victoria Lane.

## **Goodwood Community Centre**

Address: 32-34 Rosa Street, Goodwood.

Goodwood Community Centre is located just off Goodwood Road, near the Showgrounds. There is onsite parking available, with additional limited parking on Rosa Street. A shuttle is available from Christies Beach.

## **Clarence Park Community Centre**

Address: 72-74 East Ave, Black Forest.

Clarence Park Community Centre is located opposite Clarence Park train station and has onsite parking available. A shuttle is available from Christies Beach.

## **Seaton North Neighbourhood Centre**

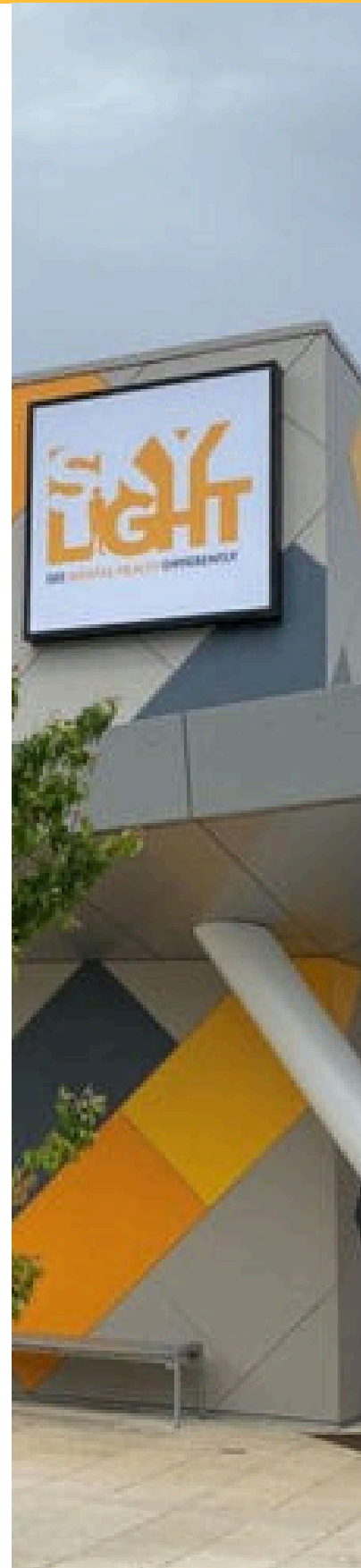
Address: 16 Cairns Ave, Seaton.

Seaton North Neighbourhood Centre is situated west of the city near West Lakes. It can be accessed via bus (Bus 155/157 or Bus 110/112 at stop 33), followed by a short walk.

## **Skylight Murray Bridge**

Address: 100 Adelaide Road, Murray Bridge

Skylight Murray Bridge is located within easy reach of the town centre, along the main road leading into Murray Bridge. The venue is close to local shops, cafes, and public facilities, with ample onsite parking available.



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To discover more about our services, fill out an expression of interest by visiting our website [skylight.org.au/contact-us](https://skylight.org.au/contact-us) or phone us on (08) 8378 4100.

# Who Can Refer to Skylight

## **NDIS Participants**

[info.skylight.org.au/wp/ndis-service-request](http://info.skylight.org.au/wp/ndis-service-request)

## **Anyone seeking mental health services**

Call Skylight Customer relations 83784100

Email [crt@skylight.org.au](mailto:crt@skylight.org.au)

[skylight.org/contact-us/](http://skylight.org/contact-us/)

## **Support Coordinators**

[info.skylight.org.au/wp/ndis-service-request](http://info.skylight.org.au/wp/ndis-service-request)

Call Skylight Customer relations 83784100

Email [crt@skylight.org.au](mailto:crt@skylight.org.au)

## **Any Service Providers**

Call Skylight Customer relations 83784100

Email [crt@skylight.org.au](mailto:crt@skylight.org.au)

## **Medical Professionals**

[skylight.org.au/contact-us](http://skylight.org.au/contact-us)

Call Skylight Customer relations 83784100

Email [crt@skylight.org.au](mailto:crt@skylight.org.au)

## **Unsure**

Call Skylight Customer relations 83784100

Email [crt@skylight.org.au](mailto:crt@skylight.org.au)



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# How To Refer to Skylight

## NDIS Programs

<https://info.skylight.org.au/wp/ndis-service-request/>

Call Skylight Customer relations 83784100

Email [crt@skylight.org.au](mailto:crt@skylight.org.au)

## Grant Funded Programs

Call Skylight Customer relations 83784100

Email [crt@skylight.org.au](mailto:crt@skylight.org.au)

## Distress Brief Support

Call 1300 327 327

Email [dbs@skylight.org.au](mailto:dbs@skylight.org.au)

## Unsure of the program

Call Skylight Customer relations 83784100

Email [crt@skylight.org.au](mailto:crt@skylight.org.au)

Next steps the participant will be contacted by a Skylight customer service representative to discuss their skylight options and refer them up to the best program for their needs.



# Key Contacts

## Skylight Services

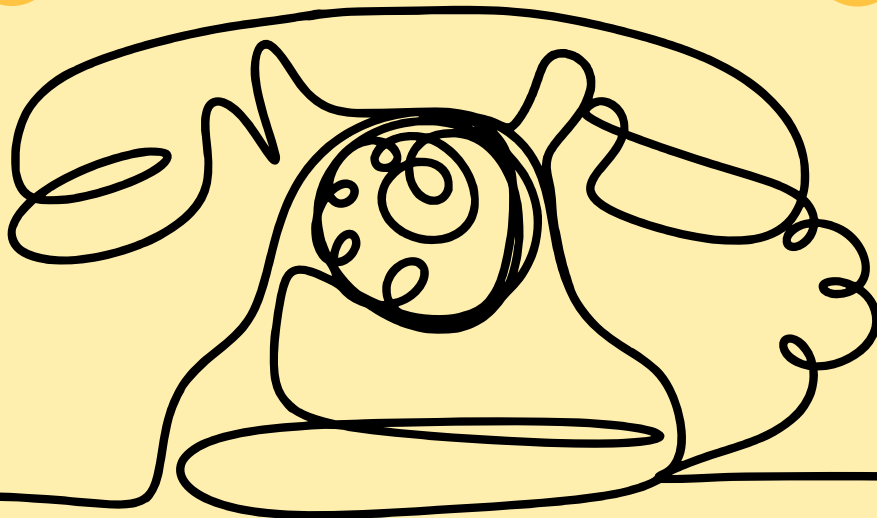
Customer Service Team	Call the main line and select from below 1.Customer Relations Team 2.Plan Management 3.Distress Brief Support 4.All Other Questions	Ph: (08) 8378 4100 E: crt@skylight.org.au
Plan Management	Invoices Support Online Chat	E: pminvoices@skylight.org.au E: pmhelp@skylight.org.au W: info.skylight.org.au/wp
Carer Services	Sign up via Carers SA Carer Gateway	Ph: (08) 8291 5600 W: carerssa.com.au
Lived Experience Telephone Support Service (LETSS)	Available between 5pm and 11:30pm 365 days a year	Ph: 1800 013 755 E: LETSS@skylight.org.au W: letss.org.au

## Community Support Services

Emergency Services 24/7	Police Fire Ambulance	Ph: 000
SAPOL 24/7	For police assistance	Ph: 131 444
Lifeline 24/7	Crisis Support & Suicide Prevention	Ph: 131 114 SMS: 0477 13 11 14 W: lifeline.org.au
Lived Experience Telephone Support Service (LETSS)	Available between 5pm and 11:30pm 365 days a year	Ph: 1800 013 755 E: LETSS@skylight.org.au W: letss.org.au
Mental Health Triage 24/7	Advice and information in a mental health emergency or crisis situation	Ph: 131 465
Suicide Call Back Service 24/7	Provides telephone and online counselling to people affected by suicide	Ph: 1300 659 467 W: suicidcallbackservice.org.au
Beyond Blue	A free and safe space for people to talk to improve mental health	Ph: 1300 224 636 W: beyondblue.org.au
Urgent Mental Health Care Centre 24/7	An alternative to presenting at hospital emergency departments for a mental health crisis	A: 215 Grenfell St, Adelaide SA 5000 Ph: 8448 9100 W: umhcc.org.au

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**LETSS TALK.**



**Mental Health Support  
Every Evening.**

**365 days a year | 5pm - 11:30pm**

The Lived Experience Telephone Support Service, or LETSS, is a South Australian resource offering free afterhours phone and web chat support, available every day from 5 PM to 11:30 PM, including holidays.

Whether you're seeking information, guidance on navigating mental health services, or just someone to talk to, our team is here for you.

At LETSS, we provide follow-up support such as scheduled callbacks, wellbeing calls, and help connecting with other services.

**Free Call**

**1800 013 755**

**Online Chat**

**letss.org.au**

**SEE MENTAL HEALTH DIFFERENTLY**  
[skylight.org.au](http://skylight.org.au)



SEE MENTAL HEALTH DIFFERENTLY