



WELCOME TO SKYLIGHT

YOUR SERVICE GUIDE



[skylight.org.au](https://www.skylight.org.au)

“

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.

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.

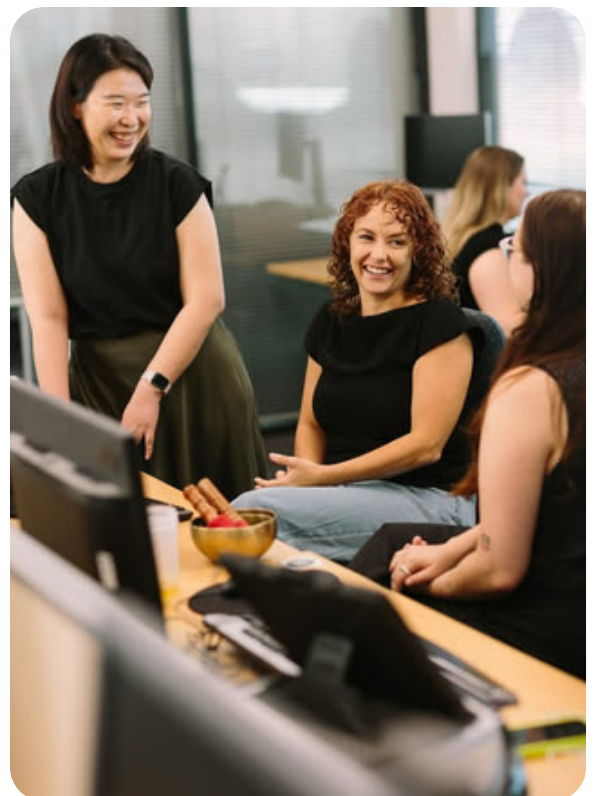
Support may include help with daily routines, developing life skills like cooking or cleaning, accessing the community, or working towards employment and independence. We can also support you to attend important appointments, community events, or group activities, helping you stay connected and engaged.

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 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.

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

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, My Wellness Lab - which draws on evidence based DBT approaches and therapeutic techniques to support wellbeing, 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.

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 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.



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

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.

Community Connections Program

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 or phone us on (08) 8378 4100.

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 Carers SA on (08) 8291 5600 or go to carerssa.com.au to register for Carer Services and request Skylight as your preferred provider.

Alternatively, you can call Skylight on (08) 8378 4100 to find out more about Skylight's Carer Services before registering with Carers SA.



Distress Brief Support

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/



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

Our Services

Country Wellness Connections

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.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 or phone us on (08) 8378 4100.

Our Services

Lived Experience Telephone Support Service (LETSS)

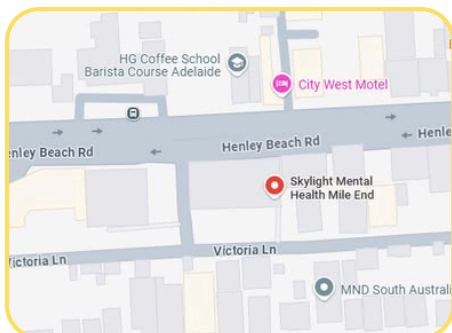
The Lived Experience Telephone Support Service, or LETSS, is a South Australian resource offering free after-hours phone and web chat support, available every day from 5 PM to 11:30 PM, including holidays. Whether you're seeking information, guidance on navigating mental health services, or just someone 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.



Office Locations

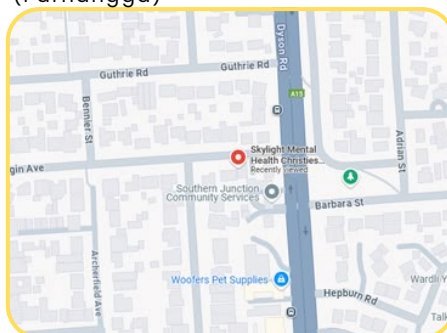
Mile End

73 Henley Beach Rd, Mile end



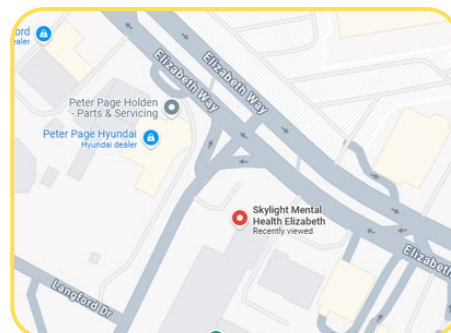
Christies Beach

64 Elgin Ave, Christies Beach (Parnangga)



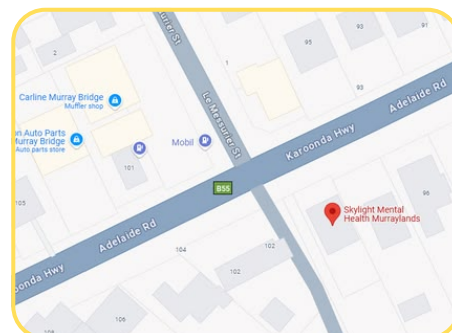
Elizabeth

15 Elizabeth Way, Elizabeth



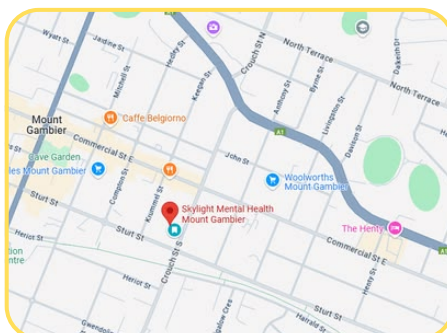
Murraylands

100 Adelaide Rd, Murray Bridge



Limestone Coast

12 Crouch St South, Mt Gambier



APY Lands

Pukatja SA



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

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

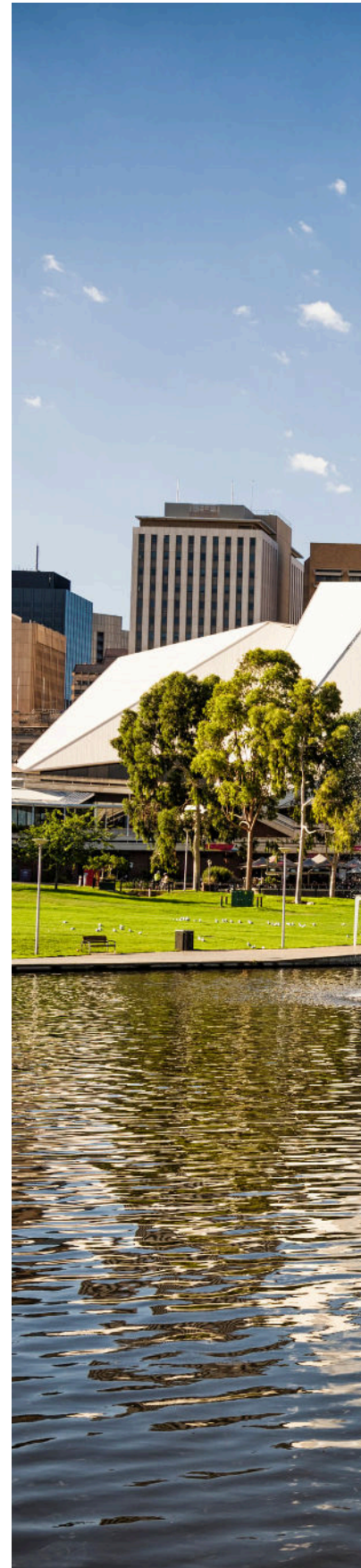
Address: 16 Cairns Ave, Seaton.

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.



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

NDIS Information

Understanding the NDIS with Skylight

As a specialist mental health/psychosocial service provider, we're here to make the NDIS as easy as possible and to get you started on your journey.

The National Disability Insurance Scheme (NDIS) is a way for people with disabilities – including psychosocial disabilities – to take control of their future.

The NDIS is focused on you. You set your goals, what support you need, how it's delivered and managed, and who provides it.

This funding model is designed to provide support for building the skills and capabilities needed to engage in your community, undertake employment, and live a purposeful life.

How Skylight Supports You

We offer a wide range of group and individual NDIS services across regional and metropolitan South Australia.

With Skylight, you can access:

- 1:1 Individual Support Workers – to support you in achieving your goals.
- Support Coordination – to help you find and manage services.
- Plan Management – to take care of NDIS budgets and invoices.
- Psychosocial Recovery Coaching – for one-on-one recovery support.
- Counselling & Therapy – to support mental health and wellbeing.
- Therapeutic & Activity Groups – to connect, create, and grow.

Your Support Coordinator connects you with the right services. Your Support Worker supports you to achieve your goals. Your Plan Manager keeps your funding on track. You focus on living the life you want.

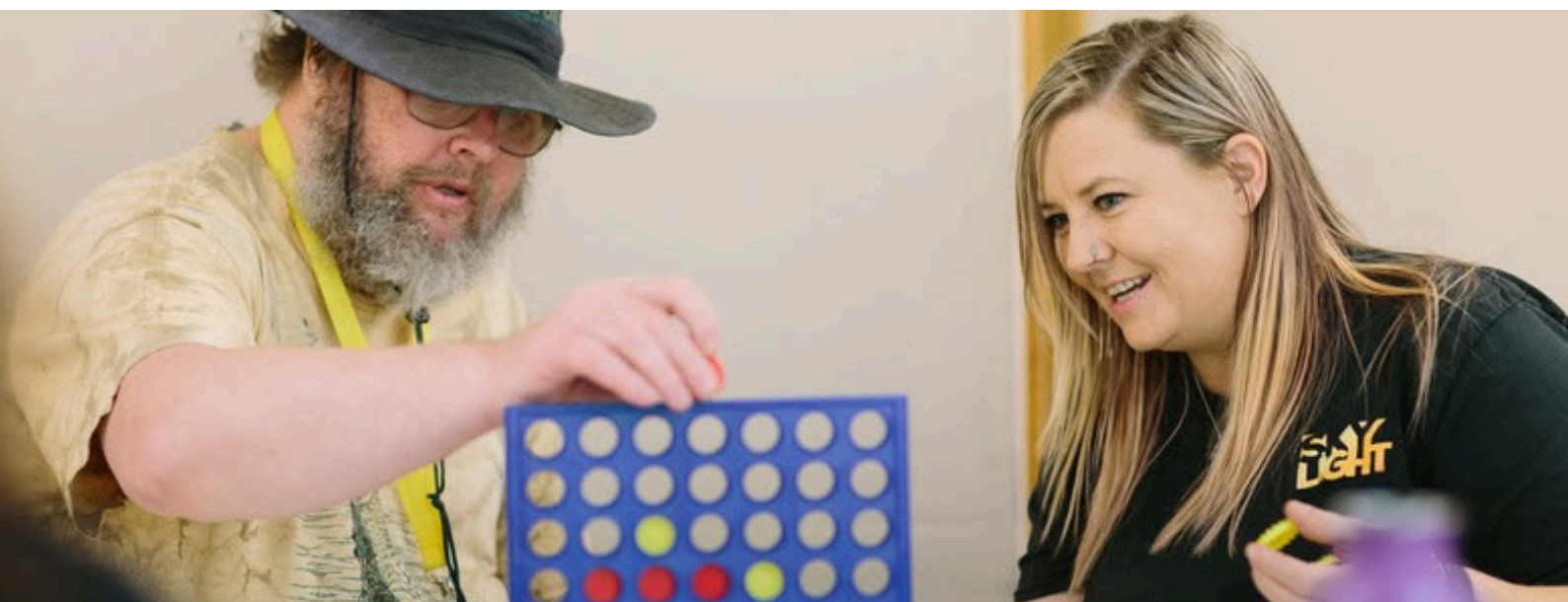
If you would like to access the NDIS you will need to check your eligibility and apply to the NDIS. Your Local Area Coordinator (LAC) is the best point of contact to help you check your eligibility and help you through the application process.



NDIS Information

Common Skylight NDIS Item Codes

| Service Area | NDIS Item Code | Support Category | Support Purpose | Notes |
|---------------------------------------|-----------------|---|-------------------|--|
| 1:1 Support Workers | 01_011_0107_1_1 | Core Supports (Assistance with Daily Life) | Core | Support with daily activities, life skills, or community access; flexible based on participant needs |
| Plan Management | 14_034_0127_8_3 | Improved Life Choices | Plan Management | Must be listed in the plan – no cost to the participant directly |
| Psychosocial Recovery Coaching | 07_101_0106_6_3 | Support Coordination | Capacity Building | For participants with psychosocial disability |
| Support Coordination | 07_002_0106_8_3 | Support Coordination | Capacity Building | Level 2 (general); Level 3 (specialist) also available |
| Therapeutic Groups | 15_056_0128_1_3 | Improved Daily Living | Capacity Building | Group-based support by a qualified practitioner |
| Activity Groups | Varies* | Core Supports (Community Participation) | Core | Depends on group focus – often delivered under Social & Community Participation |
| Counselling & Therapy | 15_043_0128_1_3 | Improved Daily Living | Capacity Building | One-on-one support with a qualified counsellor or therapist |



Your Rights and Responsibilities

Participant Rights

Skylight Mental Health is committed to upholding the rights of people who access our services. Our Rights and Responsibilities framework is consistent with the Australian Charter of Healthcare Rights and reflects the principles of access, safety, respect, partnership, information, privacy and feedback. We are committed to delivering services that respect dignity, support informed choice, protect confidentiality, and encourage feedback to continuously improve the quality and safety of our services.

Respect

Skylight has a commitment to ethical practice and supports participants rights to:

- To have individual human worth, dignity and privacy respected
- Access considerate and respectful services of the highest quality
- Not discriminate service provision because of factors such as race, colour, sex, language, religion, political or other opinion, national or social origin, property or birth. In addition to those factors, discrimination on certain other grounds will also be prohibited where individual program structures do not exclude on these grounds. These include age, nationality or cultural heritage, marital status, disability, place of residence and sexual orientation
- To have their personal autonomy respected, including their right to personal relationships, intimacy and sexual expression, in ways that are safe, lawful, consensual, and consistent with Skylight's Safeguarding and other policies and procedures



Information

- To be involved and contribute to decision-making regarding individual rehabilitation and recovery goals
- To engage in treatment that will preserve and enhance personal autonomy
- To withdraw, preferably after discussion with staff members, from any part or all involvement with Skylight at any time

Skylight and its programs

- To have programs planned and delivered based on participants needs and input
- To be consulted and actively involved in shaping Skylight, its programs and services
- Access to, and availability of, appropriate services
- To attend Skylight programs freely with no duress to do so
- To participate fully in community life and be informed about available services
- To ask questions about mental health issues
- To expect reasonable safety in so far as practices and environment are concerned and personal safety and protection from potential and actual harassment, threats etc, from other participants when using Skylight services
- To communicate in the language of choice. If the consumer's first language is not English, the staff member will arrange an interpreter. Participants must understand that this right is subject to available resources
- If participants are allocated a staff member as part of program provision and they are not satisfied and wish to change, they have the right to discuss this change with their allocated staff member or the relevant Manager

Your Rights and Responsibilities

Participant Rights

Participant involvement

- To be involved and contribute to decision-making regarding individual rehabilitation and recovery goals
- To engage in treatment that will preserve and enhance personal autonomy
- To withdraw, preferably after discussion with staff members, from any part or all involvement with Skylight at any time

Confidentiality and Privacy

- To expect that all communications and records pertaining to involvement with Skylight be treated as strictly confidential. No disclosure of information should be made without the permission of the participant (written or verbal), except where Skylight is under a legal obligation to do so
- To privacy during consultation and direct service discussion
- To confidentiality regarding information given to Skylight staff. Access to this information is limited to staff within Skylight, except where there is a Duty of Care to pass on the information or in an emergency
- To access their file or information and to correct any wrong information, except where information is expressly prohibited by law from being disclosed. The participant will be fully informed of any such prohibition, with such information only to be given to participants in the presence of their case worker for reasons of support and clarification

Complaints

- Express grievances and seek redress without fear of it affecting decisions relating to their participation
- To have grievances about service delivery heard and dealt with in a fair and timely manner
- To make suggestions they consider would improve their service usage
- To have the option of a friend, member of their family and/or advocate attend meetings with them; staff should have prior notification of such arrangements
- If participants are unhappy about any decision made by Skylight staff they have the right to discuss this with their allocated staff member, Team Leader or relevant Manager. Participants have a further right to appeal to the Chief Executive Officer (see Participant Complaints Policy)

Skilled staff and volunteers

- To expect from Skylight and its employees the highest quality of service in line with their training to meet service delivery outcomes
- To have services provided by appropriately qualified/experienced/competent staff/volunteers
- To be responsive to the diverse social, cultural, spiritual, emotional and physical experiences and needs of participants



Your Rights and Responsibilities

Participant Rights

Individuals and families who use Skylight services have the following responsibilities:

- To respect the human worth and dignity of other people
- To inform staff and volunteers of support needs
- To act in a way that respects the rights of other participants, staff and volunteers
- To participate as far as possible in reasonable treatment and rehabilitation process
- To make all reasonable attempts to notify staff if unable to meet appointment times
- To respect the safety of staff and other participants by:
 - refraining from aggressive or violent behaviour whilst using Skylight services
 - refraining from insulting, derogatory, unwelcome, or other threatening behaviour
 - respecting the privacy of others, staff and participants
- To not consume, or be under the influence of, alcohol or illegal substances whilst at Skylight or involved with Skylight services
- To understand that violence towards staff or participants will not be tolerated. Participants who engage in physical or verbal violence or threats of violence will be dealt with through appropriate avenues, which may include clinical or legal action and/or by suspension or termination of their involvement with Skylight
- To be responsible for their own behaviour and take responsibility for the results of any decisions they make and take responsibility for their own learning and behaviour, in line with current workplace practices and legislation. Any breaches will result in the participant having to “show cause” as to why they should not be excluded from further participation in the program
- To respect the privacy of other participants using Skylight services by maintaining confidentiality about any information they learn through their involvement with Skylight
- To notify staff if they have any complaints or suggestions about service delivery at Skylight and seek a fair resolution of any complaints



Raising concerns

You Have The Right To Ask Questions



Skylight values the input of participants, employees, volunteers and members at every level of the organisation, and want to ensure that any member, visitor or participant feels comfortable and able to share concerns and raise a complaint. Skylight is committed to continual service improvement and treats complaints, concerns and issues seriously and with respect.



Will it affect the way I receive services?

Raising a complaint or concern will not affect the way you receive services in any way, but raising a complaint may lead to a review of how Skylight works. Skylight employees will work towards resolving your concern with you in a fair way and in the shortest possible time and treat all complaints confidentially.

Is support available?

You have the right to have an advocate with you throughout any complaint process. An advocate can be someone you know, for example, a family member or friend, or an advocate can be a worker from an advocacy service. Alternatively, Skylight staff can support you to find an advocate.

How do I raise my concern?

You Have The Right To Ask Questions



We value your voice and are committed to providing the best possible support at Skylight Mental Health. By sharing your thoughts, you help us understand what we're doing well and where we can improve, ensuring that our services meet your needs. Feedback and complaints can be shared with us via - info.skylight.org.au/wp/share-your-feedback-with-us

Informal feedback

- In the first instance, if safe and comfortable to do so, approach the relevant staff by telephone, website (info.skylight.org.au/wp/share-your-feedback-with-us) in writing or in person, to try and sort out any issue or problem in a direct way
- If you have a conflict or dispute situation with another member or participant, please approach a Skylight staff member who will explore a possible resolution
- If these actions do not provide you with the outcome you seek, or it is not an option for you to approach Skylight staff directly, you may choose to raise a complaint at Skylight

Raising a Complaint

- Please contact a Skylight staff member, either by telephone, in writing or in person or via info.skylight.org.au/wp/share-your-feedback-with-us
- Skylight will investigate the complaint and may contact you if any further information or clarification is required
- Skylight will keep you informed of the complaint process
- It is the responsibility of Skylight to make all reasonable attempts to resolve the complaint and advise you of the resolution within a 30 day period

What if I am not happy with the resolution?

If the resolution is not to your satisfaction, you may choose to contact the Disability Complaints Service, the Health and Community Services Complaints Commissioner (HCSCC) or the NDIS Quality and Safeguards Commissioner.

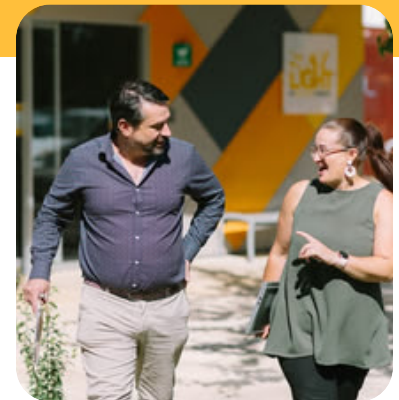
You also have the right to use civil or criminal legal procedures to settle a complaint.



Using An Advocate

You Have the Right to Use an Advocate

Our staff aim to make sure that all participants know they have the right to use an advocate at any time. The advocate can be anyone they choose, and can represent them at any time. If you need assistance to connect with an advocacy service, our staff can assist you if you wish.



You can choose anyone you like to be your advocate:

- A family member
- A friend
- A worker from an Advocacy Service

Skylight employees will talk with you about:

- What an advocate is
- Your right to use an independent advocate
- Any support requirements you may need to find an advocate
- The advocate's involvement and consent to share relevant information
- Keeping a record in the participant's file the advocacy options that were offered, which option the person chose, and what support staff provided

When to use an advocate:

- You can have an advocate with you at any time
- Advocates are particularly useful in complaints processes

Using an advocate during a complaint process:

- You will receive the 'Making a Complaint' flyer
- We will provide you with the 'Participant Complaints' policy
- If you are making a complaint and you are not comfortable speaking to Skylight employees, you may feel more comfortable talking to an Advocacy Service Skylight employees can assist you to contact an Advocacy Service

Commonly used Advocacy Services include:

Disability Advocacy and Complaints Service of South Australia

Ph: 7122 6030 www.dacssa.org.au E: advocacysupport@dacssa.org.au

Advocacy for Disability Access and Inclusion Inc

P: (08) 8340 4450 W: www.advocacyfordisability.org.au E: info@advocacyfordisability.org.au

Using an advocate will not affect your access to programs or the quality of services you receive from Skylight. Skylight supports members and participants to use advocates. Skylight will support you to express your views and share feedback in a way you feel most comfortable.

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 |

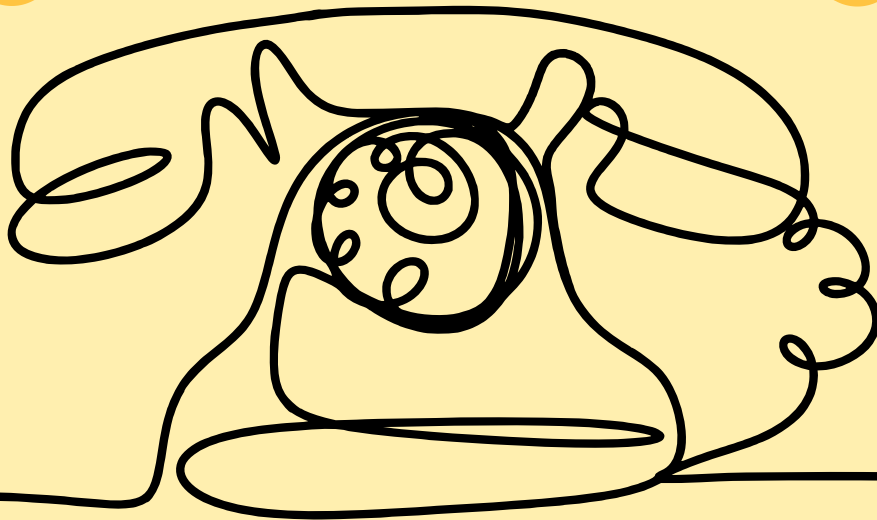
Community Support Services

| | | |
|--|---|---|
| Emergency Services 24/7 | Police Fire Ambulance | Ph: <u>000</u> |
| SAPOL 24/7 | For police assistance | Ph: <u>131 444</u> |
| Lifeline 24/7 | Crisis Support & Suicide Prevention | Ph: <u>131 114</u> SMS: 0477 13 11 14 W: <u>lifeline.org.au</u> |
| 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: <u>131 465</u> |
| Suicide Call Back Service 24/7 | Provides telephone and online counselling to people affected by suicide | Ph: 1300 659 467 W: <u>suicidecallbackservice.org.au</u> |
| Beyond Blue | A free and safe space for people to talk to improve mental health | Ph: 1300 224 636 W: <u>beyondblue.org.au</u> |
| 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: <u>umhcc.org.au</u> |

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



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



SEE MENTAL HEALTH DIFFERENTLY