

September 2018

Re: New Mental Health Phone-based Support Commissioned by Adelaide PHN

We're pleased to announce that on October 1, 2018 Adelaide's first Lived Experience Telephone Support Service (LETSS) began operating after hours. The LETSS will support people with mental health issues, as well as their carers, family and friends, between the hours of 5:00pm to 11.30pm, 365 days a year.

The LETSS will provide non-clinical mental health information, navigation and support for people in the Adelaide metropolitan area which:

- is timely and appropriate
- focuses on engagement and an empathetic consumer experience
- supports de-escalation of mental health distress
- diverts inappropriate attendance to an emergency department
- assists with access to mainstream in-hours services

The service's lived experience workers will provide support to help people in times of distress; offer an alternative to attending emergency departments; and assist with access to appropriate in-hours services provided by State, Commonwealth or non-government organisations. Along with immediate support, this new service will provide follow-up support such as scheduled call-backs, welfare checks, and facilitating connection to services.

Although designed for use by people living in the Adelaide metropolitan area, people accessing the service for help relating to mental health issues from other geographical locations will not be turned away. For example, people calling from regional areas of South Australia, can be linked to Country SA PHN mental health programs and services.

Delivered by Links to Wellbeing, the LETSS is funded by Adelaide PHN as part of our mandate to "increase the efficiency and effectiveness of medical and mental health services for people, particularly those at risk of poor health outcomes".

Working closely with the Mental Health Coalition SA and collaboratively with the sector, Adelaide PHN has combined expertise with experience to ensure our health system is truly person-centred and providing the right care, in the right place, at the right time.

Access to the service by calling **1800 013 755**. Calls to the LETSS will be free of charge (though mobile charges may apply) and callers can remain anonymous if they wish.

For more information about the LETSS, please call Ismael Lara, Adelaide PHN Collaboration Officer on 8219 5900.

Yours sincerely



Deb Lee
CEO

For more information about Adelaide PHN, including information about other commissioned primary mental health care services, please connect with us at

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