



# VOLUNTEER INFORMATION PACK

Breaking the mental health stigma, one letter  
at a time.

JOIN LETTERS OF HOPE AS A  
LETTER WRITER

# Dear Friend,

Thank you so much for enquiring about volunteering for Letters of Hope.

The idea behind Letters of Hope is to show people in their darkest hours that there are good people, people who care, and people who will take time out of their day to make them happy.

By contributing to this project, you will be helping to break the mental health stigma, one letter at a time.

I have created this pack to give you some more information about the process of writing and sending a letter of hope.

If you have any questions you can reach me at any time by emailing [volunteer@lettersofhope.care](mailto:volunteer@lettersofhope.care).

Once again, thank you for offering your own time to help this cause. You are amazing!

*Abbie x*

(FOUNDER OF LETTERS OF HOPE)

# Letters of Hope

## THE PROCESS



### STATIONERY

You are welcome to use your own stationery. Alternatively, there is a printable A4 page at the back of this guide that you can use to write your letters.



### WRITING

Now that you have your stationery ready to go, you can start letter writing. There is a guide in this pack that can be used for inspiration if you get stuck.



### MAILING

Once you have finished your letter (or letters), please send them to the Letters of Hope PO Box: Abbie Williams, Letters of Hope, PO Box 134, Nerang, QLD, 4211, Australia.



### SENDING

When we have received your letter, we will place it together with mental health helplines and resources as well as a QR code that they can scan to say thank you to their letter writer. We will then mail it out to someone who has requested a letter of hope.

# Volunteer Program

## FREQUENTLY ASKED QUESTIONS

### WHY CAN'T I MAIL A LETTER OF HOPE TO SOMEONE MYSELF?

Letters of Hope have an obligation to protect the privacy and identity of those who reach out to us for a Letter. This is why we ask that our volunteers send their kind words to our PO Box, so we can make sure the letters are sent out to those who need them whilst also protecting their privacy. Each recipient receives a QR code which they can scan to leave a thank you message for their letter writer.

### I DON'T KNOW WHAT TO WRITE, HELP!

In this pack you will find a letter writing guide as well as a letter which includes example of letters that have been written.

### HOW MANY LETTERS DO I NEED TO WRITE?

We understand that everyone's life looks a little different, that is why as a Letters of Hope volunteer there are no expectations placed on you around how many letters you send. If you want to contribute just one letters of hope, that is fine, it will still make a difference! Want to send some letters every few weeks? That's great, too! Whatever works for you is fine.

### WHAT IF I SAY THE WRONG THING?

When someone takes time out of their day to write a kind letter, it can be very hard to say the wrong thing! But rest assured, all Letters of Hope will be read and checked before being sent out to a recipient. Each recipient will also receive a crisis contact card and some coping strategies with their letter.

### CAN I CLAIM BACK POSTAGE/STATIONERY COSTS?

Unfortunately, Letters of Hope is still in its very early stages, meaning we currently have a lack of funding to reimburse the postage costs for our volunteers. However, please feel free to send a batch of letters in one go to save on postage costs. Letters of Hope will fund all postage costs when distributing your letter of hope to its recipient.

Can't find the answer you were looking for? Email us:  
[volunteer@lettersofhope.care](mailto:volunteer@lettersofhope.care)





# A guide to writing your letter

## STARTING YOUR LETTER

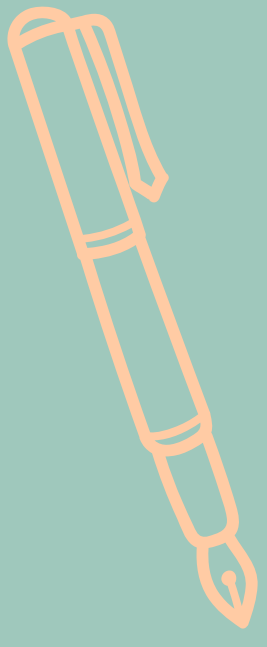
You can start your letter with 'Dear stranger' or 'Dear friend'. Your letter will be sent to a letter requester once mailed to my PO Box to protect the privacy of those reaching out. If you need inspiration and want to make your letter more personalised, I can send a blurb for one of our letter requesters, this will include some more context around their situation, and will remove their name and identifying information.

## WHAT TO INCLUDE

If your friend or someone you care about was going through a difficult time, what would you say to them? You can look up positive and uplifting quotes for inspiration. The main objective of a Letter of Hope is to reassure the recipient that they are not alone, and that they are going to get through this.

## IF YOU GET STUCK

Have a think about a time that you have needed kind words and reassurance. If you could write a letter to yourself then, what would you say? I have found that when I get stuck, putting myself in the shoes of a person who has reached a tough point in their life helps me to find the words.



# Inspiration

## SAMPLES FROM PREVIOUSLY SENT LETTERS OF HOPE

Dear friend,  
 I wanted to remind you that today is a new day. ☀️  
 please remember to not put added pressure on yourself. You are human and you won't feel 100% every day, and that's okay! ☺️  
 Be proud of yourself. Think of one thing right now that you have overcome or achieved recently. Acknowledge how AMAZING that is.  
 Remember to find some quiet, sit in stillness, and breathe. Take things one small step at a time, and know that now is NOT your time to give up.  
 Abbie

Dear Friend, ✨

I am so sorry that you're going through such a hard time. I've been there before and it really sucks. Whenever I'm feeling down, the negative voices in my head grow louder. If those false voices are starting to tell you lies, I want to drive them out by reminding you of the TRUTH:

**YOU ARE ENOUGH**  
**YOU ARE SPECIAL**  
**YOU DESERVE YOUR SPACE IN THE WORLD!**

Remember that everyone has their own struggles, their own battles to fight, and their own doubts about themselves. So don't you dare beat yourself up for having your own!

You are a unique human being and the world is better with you in it. ✨

Love,  
 Your Friend

Do you have "triggers" that have the power to make you feel anxious...???

I know I do, however I read a blog the other day that told me to look at the opposite meaning of the word "trigger"

believe it or not, it is...  
**"Glimmer!"**

A little sparkle that can bring **Joy & Hope** into your day

Here are a few of my children's laughter  
 A smile from a friend  
 The smell of rain

What about a few Glimmers from you?

I do hope these 'Glimmers' made you smile

Now it's your turn...  
 Add a daily "Glimmer" to the "Gratitude Chart" I made for you  
 I know when I write "puppies" on a chart, I keep a smile from my face. I hope it,

Dear Friend,  
 I don't know what challenges that have led you to letters of Hope. Whatever your reasons, I want you to know that I am thinking about you, and am writing you this letter with love and hope for sunshine in your life. No matter what you are facing right now, or how alone you might feel I want to tell you that the world is a better place because you are in it, and that you matter.

Mental health issues are not personal failures, and do not define who you are. The world can feel like a cold and lonely place but you are not alone. Please keep going.

Letters of Hope

Hey friend...  
 Whatever you are feeling right now, I promise it will pass. Sadness is like rainy or stormy weather. It makes us really appreciate the sunny, happy days. It's also like bad weather in the sense that it will pass. It may not always seem like it but there's light at the end of the tunnel. Even if you need help getting there, I myself am an absolute HARRY POTTER nerd & one of my favorite pieces is that "pines can be found even in the darkest of times if one only knows how to turn on the light." The reason I love this quote is because it reminds us to go at any situation with a positive attitude. So slap a smile on that gorgeous face of yours. It's easier said than done, believe me. I know. And if anyway, at the end of the day, you are a human and can't be perfect all the time. It's over. Smile.



A series of horizontal grey lines for writing, spanning the width of the page.