



Feedback

If you have any suggestions about how we can improve our services, we'd love to hear them.

We respond to feedback directly to resolve issues in a timely manner and we'll keep you updated on any actions we are taking.

Feedback can be provided in a number of ways:

- Online at sonder.net.au/feedback
- In person at any of our centres or during a home, school or workplace visit
- By phone on (08) 8209 0700
- By email to info@sonder.net.au
- In writing to Feedback, Sonder, PO Box 421 Elizabeth SA 5112

Did you enjoy your experience with us?



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Contact us

(08) 7093 1801 (08) 8252 9433

info@sonder.net.au

PO Box 421, Elizabeth SA 5112

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Sonder acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia. We pay respect to them, their cultural and spiritual heritage, and to Elders past, present, and emerging.

We acknowledge the ongoing impact of intergenerational trauma that has occurred since colonisation and commit to truth telling as we walk alongside them towards reconciliation.

Sonder welcomes people from all cultures, faiths, backgrounds, experiences, and celebrates all identities, genders, sexes, orientations and abilities. We embrace diverse voices in our decision making to ensure we deliver inclusive services.



Carer rights & responsibilities

Rights and responsibilities of people that care for our clients, including friends, family, partners, support persons and significant others.



A carer is a person who provides unpaid care, support or assistance to another individual who needs help due to disability, medical condition (including terminal or chronic illness), mental health challenges, or ageing.

Carers may be family members, partners, friends or others in a significant personal relationship with the person they support. Care may be ongoing or episodic and can include practical, emotional, social or decision-making support.

Carers play a vital role in supporting the wellbeing, independence and quality of life of the people they care for.

Self-care and support

It is important that as you care for someone, you also look at what you need to be able to remain mentally and physically fit and healthy.

It is not selfish to focus on your own needs and desires when you are a carer – it's an important part of the job.

Carers SA is an organisation that specialises in carer support and can provide more information and resources about self-care, advocacy and carer rights.

To contact Carers SA, telephone **1800 422 737** or visit **carerssa.com.au**

Carer responsibilities

Carers of a Sonder client have the responsibility to:

- Support the consumer's rights, preferences and decisions, including their independence and dignity.
- Treat the person they care for with respect, honesty and compassion.
- Respect the diversity, culture, identity and beliefs of the person they care for, other carers, and Sonder staff and students.
- Work in partnership with Sonder staff, recognising their professional roles and expertise.
- Communicate openly with staff and share relevant information (where appropriate) to support safe and effective care.
- Cooperate, as far as possible, with agreed care and support plans.
- Maintain the privacy and confidentiality of the person they care for and others involved in their care.
- Inform Sonder staff if their caring role changes or if they need additional support to continue in their role.

Carer rights

Carers of a Sonder client have the right to:

- Be recognised, respected and valued as a carer and as an individual.
- Be treated with dignity and respect, and free from discrimination.
- Be acknowledged as partners in care, and to be involved in decision-making where the consumer has provided consent and where appropriate.
- Have their knowledge, experience and views heard and considered in care planning.
- Receive clear, timely and accessible information about Sonder services and supports.
- Have their health and wellbeing recognised and be supported to access services that promote their wellbeing and safety.
- Have their cultural identity, language and communication needs recognised and respected.
- Have their privacy and confidentiality upheld.
- Be supported to raise concerns, provide feedback or make a complaint, and to have these addressed fairly and respectfully.
- Involve an advocate or support person at any time.

These rights and responsibilities reflect the principles of the South Australian Carers Charter under the Carers Recognition Act.