

Feedback

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

You can provide feedback about any Sonder or headspace services and other organisational areas.

We respond to feedback directly to resolve issues in a timely manner and will keep you up to date on any actions we are taking as a result of your feedback.

Feedback can be provided in a number of ways:

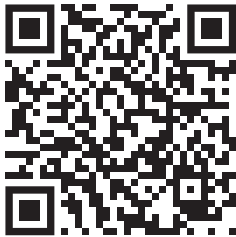
- via our online form, available at sonder.net.au/feedback
- in person at any of our centres or during a home, school or workplace visit
- by phone on (08) 8209 0750
- by email to info@sonder.net.au
- in writing to Feedback, Sonder, PO Box 421 Elizabeth SA 5112

Did you enjoy your experience with us?

Let us know by leaving a review on Google!



Scan the QR code or go to: bit.ly/32OZHxK



headspace Edinburgh North is operated by Sonder. headspace centres across the Adelaide metropolitan region are supported by funding from the Adelaide PHN through the Australian Government's PHN program. headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health.

Contact us

Kaurna Country
2 Peachey Road, Edinburgh North SA 5113

Phone (08) 8209 0750
Fax (08) 8209 0755
Facebook [headspaceedinburghnorth](https://www.facebook.com/headspaceedinburghnorth)
Instagram [@headspaceedinburghnorth](https://www.instagram.com/headspaceedinburghnorth)
Email info@sonder.net.au
Website headspace.org.au/edinburgh-north

hours

Our opening hours are generally 9 am - 5 pm, Monday - Friday. We offer extended hours on particular days, for further details, visit our website headspace.org.au/edinburgh-north



If you need to speak to someone urgently, please call:

Lifeline 13 11 14

Kids Helpline 1800 55 1800

Mental Health Triage 13 14 65



headspace Edinburgh North 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.

headspace Edinburgh North 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.

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family & friends rights and responsibilities

Information for the 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 & 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 242 636 or visit carers-sa.asn.au

family & friends responsibilities

Family and friends of a headspace 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 headspace staff and students.
- Work in partnership with 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 staff if their caring role changes or if they need additional support to continue in their role.

family & friends rights

Family and friends of a headspace 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 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.