



## What is care coordination?

Living with a serious illness can affect every area of your life. Navigating the healthcare system and knowing the supports that are available to you can be confusing at times.

Experienced care coordinators are here to support you by:

- Helping you to better understand your condition and the choices available to you;
- Linking you with services;
- Assisting you to communicate with the people involved in your healthcare to ensure information is shared appropriately and consistently;
- Working with your GP to provide ongoing support;
- Making referrals to access aids and equipment, or other allied health services.

**PLEASE NOTE: DUE TO PROGRAM RESTRICTIONS, CLINICIANS ARE UNABLE TO PROVIDE MEDICOLEGAL REPORTS OR ASSESSMENTS.**

## If you need help

Sonder is not an emergency service. If you are experiencing a crisis or imminent life-threatening situation, please contact one of the following services.

**Emergency Services 24/7 000**

**Lifeline 13 11 14**

**Mental Health Triage Service 13 14 65**

**Kids Helpline 1800 551 800**

**Suicide Call Back Service 1300 659 467**

## Contact us

✉ PO Box 421, Elizabeth SA 5112

☎ (08) 8209 0700 🖨 (08) 8252 9433

@ info@sonder.net.au

🌐 www.sonder.net.au

📘 /Sonder\_SA 🐦 @Sonder\_SA



Sonder acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples of Australia and we pay respect to the Elders past and present with whom we share this great country.

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## Living Well With Serious Illness

Support for people living in the Gawler-Barossa region with a serious, progressive and life-limiting illness.



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## Are you living with a serious illness that will shorten your life? Would you benefit from some support?

Living Well with Serious Illness provides care coordination and counselling to people living with a serious, progressive and life-limiting illness and the people who care for them, including family and friends.

The program is free and aims to help both you and your family cope to enhance your quality of life.

Whether you have been recently diagnosed and you have no idea where to begin, or your health is deteriorating and you are needing assistance to manage your symptoms, this program can support you by addressing the practical, physical, social, emotional and spiritual issues that often accompany living with a serious illness.

## What do we offer?



### Wrap-around service

Your workers will coordinate your care with other health care professionals involved in your treatment.



### Safe, friendly environment

Appointments can be provided in a place that is comfortable for you.



### Flexible appointments

Where possible, appointments will be made around your commitments.



### No cost

Mental health services are free at Sonder.

## Am I eligible?

### To be eligible for this program, you must:

- Be aged 14 years or over;
- Live in the Gawler-Barossa region and;
- Have a serious, progressive and life-limiting illness or;
- Care for someone with a serious illness.

## Who are the staff?

The Living Well with Serious Illness team is made up of highly skilled and experienced Care Coordinators and Mental Health Clinicians.

Care Coordinators are Registered Nurses with experience in working with people living with serious, progressive and life limiting illnesses and palliative care.

Mental health clinicians include Psychologists, Mental Health Accredited Social Workers and Mental Health Nurses.

Our team will ensure you receive the most appropriate service to meet your needs.

## How do I access the service?

To get started, simply make an appointment with your GP and ask them to complete the Referral Form, available on our website [sonder.net.au](http://sonder.net.au)

You also can refer yourself directly, or Carers and family can refer on your behalf, with your consent, by contacting Sonder on (08) 8209 0700.

## What is therapeutic counselling?

Distress occurs when you feel you are unable to cope. Feeling helpless can threaten your sense of wellbeing.

Therapeutic counselling is more than 'having someone to talk to'. The appointment gives you the opportunity to speak about how your illness affects you and your family. You can then begin to develop skills to help you make decisions and improve your quality of life.

Experienced mental health clinicians can also assist with the following:

- Worry and anxiety;
- Depression;
- Developing new ways to assist in managing pain;
- Coping with uncertainty with the future;
- Managing changes in your relationship;
- Managing fear.