

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 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 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?



Let us know by leaving a review on Google!

Scan the QR code or go to: bit.ly/2P94mZr



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  sonder.net.au

 SonderSA  Sonder-SA



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.



Your privacy & consent

Information about how we handle your personal information and your rights and responsibilities whilst receiving services.



We collect personal information from you and sometimes others involved in your care so we can provide you with the best support.

This brochure explains what information will be collected, why it is needed and where it will be used and stored.

Our Privacy Policy and practices ensure that your personal health information is handled in accordance with the requirements of the Commonwealth Privacy Act 1988.

In an emergency, your personal information may be collected from someone else, like your carer, partner, family member, guardian or person holding a health care-related Power of Attorney.

Your personal information is stored securely in an electronic database or locked file cabinets. For some services, clinical information is stored on a shared platform hosted by our funders. If you do not wish to use this system, let your Worker know at your first appointment.

To request access to your personal information, ask your Worker or send your request to the Privacy Officer at info@sonder.net.au

Further information about our Privacy Policy and how we manage personal information is available on our website:

- sonder.net.au/privacy-policy
- sonder.net.au/privacy-collection-notice

Use and disclosure

If you have been referred to Sonder by your GP with a Treatment Plan, your Worker will send brief progress reports back to your GP.

For clients referred for Care Coordination, your Worker will communicate with other parties (such as other Sonder services, your GP or other health services) to coordinate the best support for you.

Where there are additional people involved in your care who we need to communicate with, your Worker will ask you to complete a **Consent to Share Information Form**.

If your Worker needs to collect or share information about your care to anyone other than in situations as identified above, they will seek your consent before proceeding, except when;

- It is requested by a court; or
- There is a risk of safety to yourself or another person (including a child or young person).

Evaluation and reporting

Our services are evaluated and reported upon ongoing.

De-identified data is used in this process, which means that instead of using your name, we use an ID number or a pseudonym.

This data may include but is not limited to your postcode, age, gender and language.

Your responsibilities

When receiving services at Sonder, you have the responsibility to:

- Let us know if you don't understand something or need extra help.
- Be actively involved in any decisions made about your care.
- Keep to the commitments you have been involved in making.
- Treat all staff members and other clients with respect.
- Let us know as soon as possible if you cannot attend your appointments.

Your rights

When receiving services at Sonder, you have the right to:

- Involve an advocate, carer, family member or friend in your care.
- Plan and make decisions about your services.
- Be listened to and have your concerns taken seriously without judgement.
- Request to see a different worker and/or seek a second opinion.
- Request not to talk about a topic further if you are feeling uncomfortable.
- Have equal access to services appropriate for your needs, age, race, gender, culture, sexuality, ability, location or circumstance.
- Have your privacy and dignity protected.
- Request access to your personal information.
- Use an interpreter.
- Give feedback about our services.