

## 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](https://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](mailto:info@sonder.net.au)
- In writing to Feedback, Sonder, PO Box 421 Elizabeth SA 5112
- Via our client experience survey (and go in the draw to win a \$250 Coles voucher!) available at [sonder.net.au/feedback](https://sonder.net.au/feedback)

**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](https://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 0710  (08) 8252 9433

 [info@sonder.net.au](mailto:info@sonder.net.au)  [sonder.net.au](https://sonder.net.au)

 SonderSA  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.

Sonder welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.



## Your privacy & consent

How we collect and handle your personal information and your rights and responsibilities whilst receiving services at Sonder.



## We collect personal information from yourself and sometimes others involved in your care so that we can determine the support you need.

This information helps us to deliver the best possible care, improve our services and enables us to meet the requirements set by our funders.

It is important that we obtain your consent prior to your participation in Sonder programs. This brochure explains what information will be collected, why it is needed and how this information will be used, stored and disposed of.

- Our Privacy Policy and practices ensure that your personal health information is handled in accordance with the requirements of the Commonwealth Privacy Act 1988 (Privacy Act).
- In an emergency, your health information may be collected from someone else, like your carer, a partner, a 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, personal 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.
- Further information about our privacy policy and how we collect and manage personal information, is available on the Sonder website:
  - [sonder.net.au/privacy-policy](https://sonder.net.au/privacy-policy)
  - [sonder.net.au/privacy-collection-notice](https://sonder.net.au/privacy-collection-notice)

## Use and disclosure.

For clients referred by their GP with a Treatment Plan (e.g. Mental Health/Chronic Disease/GP Management), your Worker will send brief progress reports back to your GP.

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

If there are any 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.

In instances where your worker needs to collect or share information about your care to anyone other than in situations as identified above, they will gain 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.

Sonder programs are evaluated and reported upon on an ongoing basis.

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

This data may include but is not limited to; postcodes, age, gender and language.

## Your responsibilities.

Whilst 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 health or care at Sonder.
- Keep to the commitments you have been involved in making.
- Treat all staff members with respect. Aggressive and abusive behaviours will not be tolerated and will result in you not being able to access services through Sonder.
- Let us know as soon as possible if you cannot attend your appointments by calling 8209 0700.

## Your rights.

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

- Expect a professional and quality service from every person involved in your care.
- Be listened to and have your concerns taken seriously without judgement.
- Request to see a different worker and/or seek a second opinion.
- If you are feeling uncomfortable with anything during your treatment, it is ok to ask not to talk about it further.
- Have equal access to services appropriate for their needs, age, race, gender, culture, sexuality, ability, location or circumstance.
- Nominate to have (or not to have) others involved in your care.
- Have your privacy and confidentiality protected.
- Request access to your own health records.
- Access advocacy and support services.