



## Clinical Care Coordination

Service coordination for people experiencing the impact of severe and complex mental illness.



### If you need help

Sonder is not an emergency service. If you are experiencing a crisis or imminent life-threatening situation, please contact:

**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

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📘 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.

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## Our recovery-focused approach

We support people living with mental health concerns to improve their wellbeing and pursue a life with meaning, hope and purpose.

### We do this through:

- Respecting your values, treatment and support preferences.
- Focusing on and amplifying your strengths.
- Supporting you to develop and reach personal goals and ambitions.
- Helping you to develop self-management skills.

Please note: due to program restrictions, clinicians are unable to provide medico-legal reports or assessments.



## Our Clinical Care Coordination program provides short-term care planning to people experiencing the impact of severe mental illness.

The program aims to support people living with severe and complex mental health concerns by providing effective care coordination.

Our Clinical Care Planners will work closely with you, your GP and others involved in your care to plan what services will help you most.

Once you have a plan in place, your Clinical Care Planner will make referrals for you to access the services on your plan.

We'll follow-up with you and the service providers to make sure the services are effective so you can continue to work towards recovery.

## What do we offer?



### Service coordination

We'll work with you to create a care plan to determine which services will help you most.



### Guidance & advocacy

We'll make referrals for you and follow-up with providers to ensure the services are effective.



### Goal-setting

Together, we'll set goals that are focused on the changes most important to you.



### No cost

Mental health services are free at Sonder.

## What does a Clinical Care Planner do?

### Your Clinical Care Planner will work with you to:

- Develop a coordinated care plan, based on your goals and needs.
- Conduct case conferencing with your GP, Psychiatrist and Allied Health Workers.
- Ensure your family, carers and other physical and mental health practitioners are involved in the planning of services.
- Establish referral pathways that allow you to easily move between services as your needs change.

## Am I eligible?

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

- Be between the ages of 18 and 65;
- Be diagnosed with a severe and complex mental illness and;
- Have a Mental Health Treatment Plan.

## How do I access this service?

To get started with the program, you'll need to visit your GP and request a Mental Health Treatment Plan.

Find out how to access a Mental Health Treatment Plan on our website [sonder.net.au](https://sonder.net.au)

If you need support to access a Mental Health Treatment Plan, you can contact Sonder on **(08) 8209 0700** and we will work with you to get one.

## Where can I access this service?

Clinical Care Coordination is delivered at Sonder Edinburgh North, Port Adelaide and where possible, at your GP's clinic.

## What should I expect at my first appointment?

- Attending your first appointment can cause some anxiety so your Care Planner will try to help you feel comfortable and answer any questions that you have.
- At your first appointment you will be asked some questions about your history and the impact of your symptoms on your day-to-day life.
- Answering these questions will help your Care Planner to understand your situation, set some goals with you and plan your treatment.
- We'll also discuss confidentiality and how Sonder manages your personal information.
- We'll let you know what to do if you need to cancel appointments and what to do if you're unhappy with the service you're receiving.
- Before you leave, we'll arrange your next appointment and explain anything that you need to do before we see you next time.