

# 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

## 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/32OZHk](https://bit.ly/32OZHk)



headspace Adelaide 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**  
173 Wakefield St, Adelaide SA 5000

**Phone** 1800 063 267

**Fax** 1800 632 193

**Facebook** [headspaceadelaide](https://www.facebook.com/headspaceadelaide)

**Instagram** [@headspaceadelaide](https://www.instagram.com/headspaceadelaide)

**Email** [info@headspaceadelaide.org.au](mailto:info@headspaceadelaide.org.au)

**Website** [headspace.org.au/adelaide](https://headspace.org.au/adelaide)

## 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/adelaide](https://headspace.org.au/adelaide)



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 Adelaide 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 Adelaide 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 you, including friends, family, partners, support persons and significant others.





## who are carers?

Carers are people who usually have an unpaid support role for someone living with health or mental health difficulty. They may be a family member, friend or have another close relationship with the person. Carers play an important role in supporting people in their health journeys.

## 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 [www.carers-sa.asn.au](http://www.carers-sa.asn.au)

## family & friends responsibilities

### Family and friends of a headspace client have the responsibility to:

- Be supportive of the healthcare options that are consistent with the client's choice and wishes, and that are in the best interests of the client;
- Respect the human worth and dignity of the person they are caring for;
- Respect all headspace staff, regardless of culture, language, disability, gender, sexual orientation, religion, age, or lifestyle;
- Consider the opinions and skills of headspace staff in providing support for the client;
- Co-operate, as far as is possible, with reasonable support activities aimed at supporting recovery;
- Inform headspace staff when their ability to perform a caring role is compromised, or their role has come to an end;
- Maintain the confidentiality of the person they care for and those they meet as part of their care;
- Accept that whilst sharing of information is important, not all information about the consumer or service provided will be shared at all times.

## family & friends rights

### Family and friends of a headspace client have the right to:

- Be respected regardless of culture, language, disability, gender, sexual orientation, religion, age or lifestyle;
- Be recognised as an individual and as a person in a carer relationship;
- Participate in the treatment and ongoing care decision making of the client with the consent of the client, and where appropriate to do so;
- Have their views and opinions invited, heard and respected;
- Receive clear information about the service that headspace provides and be provided the opportunity to ask questions;
- Be able to involve an advocate at any time;
- Have their privacy and confidentiality respected;
- Have their health and wellbeing acknowledged as an integral part of support for the consumer;
- Be given access to information about services that support carers' health and wellbeing;
- Be able to provide feedback or complaints about any aspects of the service, and to have an appeals process available to them.