



## Clinical Care & Coordination

Therapeutic care and support 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 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

🌐 sonder.net.au

📘 SonderSA 🐦 Sonder\_SA



Sonder acknowledges the Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia. We recognise the cultural, spiritual, physical and emotional connection to their land. We pay respect to the Elders past, present and emerging.

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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 and Coordination program provides clinical services and care planning to people experiencing the impact of severe mental illness.

The program aims to improve mental and physical health and wellbeing, by looking at your specific needs and then developing a plan of care to assist you to work on the areas of your life that are most important to you.

Clinical Care Planners are able to support you by assisting you with:

- Setting personal goals.
- Accessing the services you need and coordinating your care to achieve those goals.
- Providing psychological therapy and suicide prevention support.
- Developing self management skills.

## What do we offer?



### Clinical care

We will work with you to improve your mental and physical health and wellbeing.



### Service coordination

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



### 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.
- 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 aged 18 years or over;
- Be diagnosed with a severe & 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/mental-health-treatment-plan](https://sonder.net.au/mental-health-treatment-plan)

If you do not have a Mental Health Treatment Plan, you can still refer yourself by contacting Sonder and we will work with you to get one.

## Where can I access this service?

This service is delivered at locations across regional SA including; Nuriootpa, Gawler, Kapunda, Eudunda, Strathalbyn, Goolwa, Port Pirie, Clare and Kadina. Other consulting locations are available and can be discussed with you.

## 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.