

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
- Via our client experience survey (and go in the draw to win a \$250 Coles voucher!) available at 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



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.



Carer rights & responsibilities

Rights and responsibilities of people that care for you including friends, family, partners, support persons and significant others.



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.

Selfcare & 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 422 737** or visit **carerssa.com.au**

Carer responsibilities

Carers of a Sonder client have the responsibility to:

- Be supportive of the healthcare options that are consistent with the consumer's choice and wishes, and that are in the best interests of the consumer;
- Respect the human worth and dignity of the person they are caring for;
- Respect all Sonder staff and students, regardless of culture, language, disability, gender, sexual orientation, religion, age, or lifestyle;
- Consider the opinions and skills of Sonder staff in providing support for the consumer;
- Co-operate, as far as is possible, with reasonable support activities aimed at supporting recovery;
- Inform Sonder 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.

Carer rights

Carers of a Sonder 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 consumer with the consent of the health consumer, and where appropriate to do so;
- Have their views and opinions invited, heard and respected;
- Receive clear information about the service that Sonder 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 have an appeals process available to them.