

Referral information for GPs and other health professionals

To refer a patient, download the referral form our website and send it to the **Medicare Mental Health Phone Service** via:

- **EDI:** sahthiar
- **Fax:** (08) 9467 6233
- **Email:** MedicareMHps.CSA@neaminational.org.au
- **Phone:** 1800 595 212

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, practitioners are unable to provide medico-legal reports or assessments.

If you need help

Sonder is not an emergency service. If you are experiencing a mental health crisis, please contact:

Emergency Services 000

Regional Access 1300 032 186

Lifeline 13 11 14 or **Kids Helpline** 1800 551 800

Suicide Call Back Service 1300 659 467

Mental Health Triage Service 13 14 65

Contact us

✉ PO Box 421, Elizabeth SA 5112

☎ (08) 8209 0710 📠 (08) 8252 9433

@ info@sonder.net.au 🖱 sonder.net.au

f SonderSA in 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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COUNTRY SA

An Australian Government Initiative



Clinical Care & Coordination

Clinical care and service coordination for people living in regional South Australia experiencing the impact of complex mental health concerns.



Our Clinical Care and Coordination program provides clinical services and care planning.

In this free program, we'll work together to improve your mental wellbeing and physical health.

Our friendly Clinical Care Planners can support you with:

- Setting personal goals to work on improving the areas of life that are most important to you.
- Coordinating access to health and wellbeing services, and planning for the appointments.
- Therapy and suicide prevention support.
- Developing skills to manage your mental wellbeing and physical health.

What do we offer?



Personal care plan

We'll develop a care plan and identify the services that will help you most



Integrated care

We work together with your family, your doctors, and other mental health practitioners



Service coordination

As your needs change, we'll help you to move between services



No cost

Services are free at Sonder

Am I eligible?

To be eligible for this service, you must:

- Be aged 18 years or over; and
- Be experiencing mental health concerns that are significantly impacting your life.

Where can I access this service?

This service is delivered in Nuriootpa, Gawler, Kapunda, Strathalbyn, Clare, Kadina, and Port Pirie. Give our team a call to discuss other locations in regional SA that may be available.

How do I access the service?

Getting started with Clinical Care and Coordination is easy.

Visit your GP and request a referral into the program.

Alternatively, call the **Head to Health Phone Service** on **1800 595 212** for advice and connection to the mental health service or support that is right for you.

Who are the staff?

Clinical Care Planners. They 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.