

Safe Haven.

After-hours, walk-in mental health service in Salisbury.

An alternative to emergency departments

Safe Haven provides a welcoming, calm and non-clinical space for people experiencing emotional distress. It offers an immediate, after-hours alternative to emergency departments for those who do not require acute or involuntary care but still need urgent support.

By providing timely intervention and a de-escalating environment, Safe Haven helps to reduce unnecessary emergency department presentations, connect people with appropriate, ongoing support, and provide safe and inclusive care in the community.

Who Safe Haven is for

- People aged 16 years and over experiencing emotional distress, feeling overwhelmed, or seeking a safe space to talk.
- Individuals who do not meet criteria for acute medical intervention.
- Family members, friends, and carers who are supporting someone in distress.

How to access



9 John Street, Salisbury



Tuesday to Friday, 5 pm – 9 pm
(including public holidays)

Lived experience support

At the heart of Safe Haven is its peer workforce. Support is delivered by Peer Practitioners – people with their own lived experience of mental health challenges and recovery.

This model means guests are supported by someone who truly understands what they may be going through - with a focus on empathy, connection, and hope.

What to expect

- Free, confidential support - no referral or appointment needed.
- Peer-driven care focused on connection and understanding.
- Information and referral to other services for longer-term support.
- Culturally safe, inclusive environment, co-designed with the local community.

More information

For more information, get in touch with our friendly team. Email info@sonder.net.au, or call us on **(08) 8209 0700** (9 am - 5 pm).



To learn more, visit
sonder.net.au/safe-haven