

## Visit us



**9 John Street**  
Salisbury SA



**Tuesday to Friday**  
5 pm - 9 pm

## More information



To learn more, visit  
**[sonder.net.au/  
safe-haven](https://sonder.net.au/safe-haven)**

Supported by

**phn**  
ADELAIDE

An Australian Government Initiative



**Health**  
Northern Adelaide  
Local Health Network



This service is delivered by Sonder and supported by Adelaide PHN, Northern Adelaide Local Health Network, Northern Adelaide Mental Health Alliance, and the Lived Experience Leadership and Advocacy Network.

## Emergency help

If you're experiencing a mental health crisis, you can visit us instead of the emergency department.

If you or someone you know is experiencing a life-threatening situation, please call:  
Emergency Services **000**

## 24/hour helplines

Lifeline **13 11 14**

Kids Helpline **1800 551 800**

13YARN **13 92 76**

Suicide Call Back Service **1300 659 467**

Mental Health Triage Service **13 14 65**

## Contact us

PO Box 421, Elizabeth SA 5112

(08) 8209 0700 (08) 8252 9433

[info@sonder.net.au](mailto:info@sonder.net.au) [sonder.net.au](https://sonder.net.au)

**Follow us** SonderSA Sonder-SA



Safe Haven 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.

Safe Haven 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.



# Safe Haven.

Free, walk-in mental health service for people experiencing distress or crisis, delivered by Peer Practitioners with lived experience.



## When life feels overwhelming, you don't have to face it alone.

Safe Haven is a free, walk-in mental health service offering a safe and supportive alternative to visiting the Emergency Department.

Whether you're feeling overwhelmed, distressed, or simply need someone to talk to, we're here to listen.

Our space is designed to feel welcoming, calm, and non-clinical. You'll find a non-judgemental environment where you can feel heard, supported, and connected.



## About Peer Practitioners

At Safe Haven, you'll be supported by Peer Practitioners – people with their own lived experience of mental health challenges.

They truly understand what it's like to go through life's ups and downs. They offer a listening ear with no shame or judgement.

Peer Practitioners are here to:



Listen to your  
story



Support you through  
difficult times



Share coping  
strategies



Connect you with  
other services if  
you need

*We understand how empowering  
it can be to feel heard, supported,  
and connected. That's our goal  
at Safe Haven.*

Jadee, Peer Practitioner

## Who is Safe Haven for?

Safe Haven is for anyone aged 16 years and over experiencing distress and seeking urgent support.

You're welcome to visit Safe Haven more than once.

Our staff are skilled in managing crisis situations and, if needed, can arrange fast-tracked pathways to the Emergency Department.

## What to expect

**Every visit to Safe Haven is different.  
It's about what you need.**

When you arrive, a Peer Practitioner will greet you.

You'll have the option to:

- Talk one-on-one with a Peer Practitioner.
- Spend quiet time in a safe, calm environment.
- Join in board games or crafts to help calm the mind or for some company.
- Learn about other support services available.

You're welcome to bring a friend  
or family member with you.

**Everyone deserves to be treated with respect  
at Safe Haven.**

We offer support to a variety of people from  
all walks of life.

As a service within the community, designed  
by the community, each of us has a role to play  
in ensuring Safe Haven remains a welcoming  
environment for us all.