

# feedback

If you have any suggestions about how we can improve our service, we'd love to hear them.

You can provide feedback about any Sonder or headspace services and other organisational areas.

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](https://sonder.net.au/feedback)
- in person at any of our centres or during a home, school or workplace visit
- by phone on 1800 063 267
- by email to [info@sonder.net.au](mailto:info@sonder.net.au)
- in writing to Feedback, Sonder, PO Box 421 Elizabeth SA 5112

## 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/2Pu8fs2](https://bit.ly/2Pu8fs2)



# come & see us

## headspace Adelaide

Kaurna Country  
173 Wakefield St, Adelaide SA 5000

Phone 1800 063 267  
Fax 1800 632 193  
Facebook [headspaceadelaide](https://www.facebook.com/headspaceadelaide)  
Instagram [@headspaceadelaide](https://www.instagram.com/headspaceadelaide)  
Email [info@headspaceadelaide.org.au](mailto:info@headspaceadelaide.org.au)  
Website [headspace.org.au/adelaide](https://headspace.org.au/adelaide)

## hours

Our opening hours are generally 9 am - 5 pm, Monday - Friday. We offer extended hours on particular days, for further details, visit our website [headspace.org.au/adelaide](https://headspace.org.au/adelaide)



**If you need to speak to someone urgently, please call Lifeline on 13 11 14 or Kids helpline on 1800 55 1800**

headspace Adelaide is operated by Sonder. headspace centres across the Adelaide metropolitan region are supported by funding from the Adelaide PHN through the Australian Government's PHN program.

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health.

headspace acknowledges Aboriginal and Torres Strait Islander Peoples as the First Peoples of Australia and we pay respect to the Elders past and present who we share this great country with.



# your privacy and consent

How we collect and handle your personal information and your rights & responsibilities whilst receiving services at headspace



# we collect personal information from yourself and sometimes others involved in your care so that we can determine the support you need.

This information helps us to deliver the best possible care, improve our services and enables us to meet the requirements set by our funders.

- Our Privacy Policy and practices ensure that your personal health information is handled in accordance with the requirements of the Commonwealth Privacy Act 1988 (Privacy Act).
- In an emergency, your health information may be collected from someone else, like your carer, a partner, a family member, guardian or person holding a health care-related Power of Attorney.
- Your personal information is stored securely in an electronic database or locked file cabinets.
- For some services, personal clinical information is stored on a shared platform hosted by our funders. If you do not wish to use this system, let your Worker know at your first appointment.
- Further information about our privacy policy and how we collect and manage personal information, is available on Sonder's website:
  - [sonder.net.au/privacy-policy](https://sonder.net.au/privacy-policy)
  - [sonder.net.au/privacy-collection-notice](https://sonder.net.au/privacy-collection-notice)

## use and disclosure

- For clients referred by their GP with a Treatment Plan (e.g. Mental Health/Chronic Disease/GP Management), your Worker will send brief progress reports back to your GP.
- For clients referred primarily for Care Coordination, your Worker will communicate and exchange information with other parties (such as other Sonder programs, your GP or other health services) to coordinate the best support for you.
- If there are any additional people involved in your care who we need to communicate with, your Worker will ask you to complete a Consent to Share Information form.
- In instances where your worker needs to collect or share information about your care to anyone other than in situations as identified above, they will gain your consent before proceeding, except when;
  - it is requested by a court; or
  - there is a risk of safety to yourself or another person (including a child or young person).

## evaluation & reporting

headspace programs are evaluated and reported upon on an ongoing basis.

De-identified data is used in this process, which means that instead of using your name, we will use an ID number of pseudonym.

This data may include but is not limited to; postcodes, age, gender and language.

## your responsibilities

Whilst receiving services at headspace, you have the responsibility to:

- Let us know if you don't understand something or need extra help.
- Be actively involved in any decisions made about your health or care.
- Keep to the commitments you have been involved in making.
- Treat all staff members and other people visiting our centre with respect. Aggressive and abusive behaviours will not be tolerated and will result in you not being able to access services.
- Let us know as soon as possible if you cannot attend your appointments by calling 1800 063 267.

## your rights

Whilst receiving services at headspace, you have the right to:

- Expect a professional and quality service from every person involved in your care.
- Be listened to and have your concerns taken seriously without judgement.
- Request to see a different worker and/or seek a second opinion.
- If you are feeling uncomfortable with anything during your treatment, it is ok to ask not to talk about it further.
- Have equal access to services appropriate for their needs, age, race, gender, culture, sexuality, ability, location or circumstance.
- Nominate to have (or not to have) others involved in your care.
- Have your privacy and confidentiality protected.
- Request access to your own health records.
- Access advocacy and support services.