

My feedback relates to a service received on:

___ / ___ / ___

If applicable, please list the date relating to the feedback you are providing.

My feedback relates to a service accessed at:

- headspace Adelaide
- headspace Marion
- headspace Edinburgh North
- headspace Onkaparinga
- Sonder Edinburgh North
- Sonder Maitland
- Sonder Marion
- Sonder Nuriootpa
- Sonder Port Adelaide
- Sonder Onkaparinga
- Sonder Gawler
- Sonder Kadina
- Solasta Klemzig
- Other please specify: _____

My name is: _____

You do not have to provide your name if you don't wish to do so.

I would like to be contacted: Yes No

We take all feedback very seriously, please let us know if you would like to be contacted.

Phone number: _____

Email address: _____

Postal address: _____

Consent to publish

If you provided a compliment, are you ok if we publish your compliment on our website and social media, including your first name?

- Yes
- No

contact us

- Phone** 1800 063 267
- Fax** 1800 632 193
- Facebook** headspaceadelaide
- Instagram** @headspaceadelaide
- Email** info@headspaceadelaide.org.au
- Website** headspace.org.au/adelaide



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

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.

headspace welcomes people from all cultures, faiths, backgrounds, and experiences, and celebrates all identities, genders, sexes, orientations and abilities.

We embrace diverse voices in our decision-making to ensure we deliver inclusive services.



we love feedback

Information about how to provide compliments, suggestions and complaints about our services.



your voice can make a difference

headspace values your feedback and welcomes compliments, suggestions and complaints to help us to improve our services.

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.

how to provide feedback

You can provide feedback in several ways:



Face-to-face: Speak directly to your worker or another staff member



Email: feedback@sonder.net.au



Phone: Call us on 1800 063 267



Letter: headspace Adelaide
173 Wakefield St, Adelaide SA 5000



Feedback form: Complete the form within this brochure and hand to a staff member.

Or complete the online version available at headspace.org.au/adelaide

We welcome the use of advocates or support people at any stage of the feedback process.

If you need assistance in providing feedback, we are able to help you.

If English is not your first language, we can organise an interpreter if you need one.

Consumers and carers also have the right to make a complaint about headspace to external agencies and regulators. Go to our website for a list of organisations that may be able to receive your complaint: headspace.org.au/adelaide

What to expect if you make a complaint

- headspace will respond to your complaint in a fair, timely and unbiased way.
- We will receive your complaint in good faith and you will not be disadvantaged in any way as a result of making a complaint.
- Any necessary actions to resolve the issue will be carried out to the best of our ability and we will always work with you to try and find a satisfactory resolution.
- Feedback and complaints are treated respectfully and confidentially. You can remain anonymous if you want to. We will only involve relevant staff members as required to resolve issues.
- Depending on the nature of your feedback, the matter may be resolved immediately. If we need to make further enquiries, or your feedback relates to a more complex matter, it may take longer to resolve.

your feedback

This form can be used to provide feedback about our services. Feedback may be a compliment, a suggestion or a complaint.

My feedback is a:

- Compliment Suggestion Complaint

I am a:

- Person accessing a service Family, friend or carer

Other please specify: _____

My feedback is:
