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
- in person at any of our centres or during a home, school or workplace visit
- by phone on (08) 8209 0750
- by email to 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/32OZHyK**

headspace Edinburgh North 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.

contact us

Kaurna Country
2 Peachey Road, Edinburgh North SA 5113

Phone	(08) 8209 0750
Fax	(08) 8209 0755
Facebook	headspaceedinburghnorth
Instagram	@headspaceedinburghnorth
Email	info@sonder.net.au
Website	headspace.org.au/edinburgh-north

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/edinburgh-north

If you need to speak to someone urgently, please call:

Lifeline 13 11 14

Kids Helpline 1800 55 1800

Mental Health Triage 13 14 65

headspace Edinburgh North 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 Edinburgh North 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.

© 2026

headspace Edinburgh North

your rights, responsibilities and privacy

Understanding your rights, responsibilities, and how we protect your information.



your rights

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

- Access services that meet your needs, including an interpreter if needed.
- Receive safe and high-quality care that meets national standards.
- Be cared for in an environment that is safe and makes you feel safe.
- Be treated with dignity and have your culture, identity, beliefs and choices respected.
- Ask questions and be involved in open and honest communication.
- Make decisions about your care to the extent that you choose and are able to.
- Include the people that you want in planning and decision making.
- Be provided clear information about the possible benefits and risks of the service so you can give informed consent.
- Receive information about wait times.
- Be assisted to understand the information we provide you.
- Have your privacy respected and your information kept confidential with access to this when you ask.
- Be told if something has gone wrong with the service, how it happened, how it may affect you, and what is being done to make it safer.
- Provide feedback without it affecting your care and have any concerns addressed in a transparent and timely way.

The consumer rights listed in this brochure reflect the principles of the Australian Charter of Healthcare Rights

your responsibilities

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

- Treat all staff members and guests with respect.
- Let us know if you don't understand something or need extra help.
- Tell us about any relevant changes to your health, wellbeing or circumstances.
- Tell us if you feel you are at risk of harm of any kind.
- Not record any sessions or interactions.
- Provide at least 24 hours' notice to cancel or reschedule an appointment, so that others on our waiting list may have the opportunity to access services.

how we protect your information

We collect personal information from you and sometimes others involved in your care so we can provide you with the best support.

Our Privacy Policy and practices ensure that your personal health information is handled in accordance with the requirements of the Commonwealth Privacy Act 1988.

In an emergency, your personal information may be collected from someone else, like your carer, partner, family member, guardian, substitute decision-maker, or other legally authorised representative.

Your personal information is stored securely in an electronic database or locked file cabinets. Request access to your personal information by asking a staff member or send a request to the Privacy Officer at privacyofficer@sonder.net.au.

For more information about our Privacy Policy and how we manage personal information, visit our website, sonder.net.au/privacy-policy.

use and disclosure of your information

If you have been referred by your GP, your worker will send brief progress reports to them.

Your worker may communicate with others (such as other Sonder services or health providers) to coordinate your support.

Where there are other people involved in your care who we need to communicate with, we'll assist you to complete a Consent to Share Information Form.

If we need to collect or share information about you to anyone other than in the situations described above, we will seek your consent, except when:

- headspace Edinburgh North is legally required to disclose information (e.g. subpoena).
- There is an immediate or serious risk of harm to you or someone else.
- There are concerns about the safety of a child or vulnerable person.

Service delivery data is provided to relevant government agencies that fund our services, using a unique ID code rather than your name, so the information is de-identified and not directly linked to you.