

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.

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) 8641 4330
- by email to info@headspacewhyalla.org.au
- in writing to Feedback, Sonder, PO Box 421 Elizabeth SA 5112



did you enjoy your experience with us?

Leave us a Google review and share this with others.

[INSERT URL]



[INSERT QR CODE]

headspace Whyalla is operated by Sonder. This service has been made possible by funding from Country SA PHN. headspace National Youth Mental Health Foundation is funded by the Australian Government.

contact us

Barngarla Country

24-26 Ekblom St, Whyalla Norrie SA 5608

Phone (08) 8641 4330
Fax (08) 8186 8686
Facebook [headspacewhyalla](https://www.facebook.com/headspacewhyalla)
Instagram [@headspacewhyalla](https://www.instagram.com/headspacewhyalla)
Email info@headspacewhyalla.org.au

opening hours

Our opening hours are generally 9 am - 5 pm, Monday to Friday. We offer extended hours on some days. For more details, visit our website.

headspace.org.au/whyalla



Speak with someone now for urgent mental health support:

Kids Helpline 1800 55 1800

Lifeline 13 11 14

Mental Health Triage 13 14 65



headspace Whyalla 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 Whyalla 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.

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your rights, responsibilities and privacy

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



your rights

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.

These consumer rights reflect the principles of the Australian Charter of Healthcare Rights.

your responsibilities

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 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 Whyalla 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.