

# Gidget Perinatal Support Centre

24/7 on-demand safety and wellbeing  
support service, powered by Sonder



## WHAT IS THE GIDGET PERINATAL SUPPORT CENTRE?

Gidget Foundation Australia has a collaborative partnership with Sonder, a trusted and respected 24/7 on-demand safety and wellbeing support service.

Sonder is an on-demand support network which links expectant and new parents to a dedicated support centre via an app. The Sonder support team is made up of highly qualified, clinically trained staff who can be reached by live chat or over the phone, every minute of the day and night. Sonder offers real time advice and resources to help you navigate parenthood and can connect you to the most convenient pathway to get you whatever help you need – be that related to perinatal mental health, safety, medical issues or anything else. Where necessary and available, they can even arrange in-person support.

The Sonder app also has features that give members additional confidence to go about their daily lives, knowing that they have someone looking out for them.

## WHO CAN ACCESS THIS SERVICE?

All expectant and new parents who reside in NSW, as well as all Gidget Foundation Australia NSW clients, are offered access to Sonder.

## HOW MUCH DOES THIS SERVICE COST?

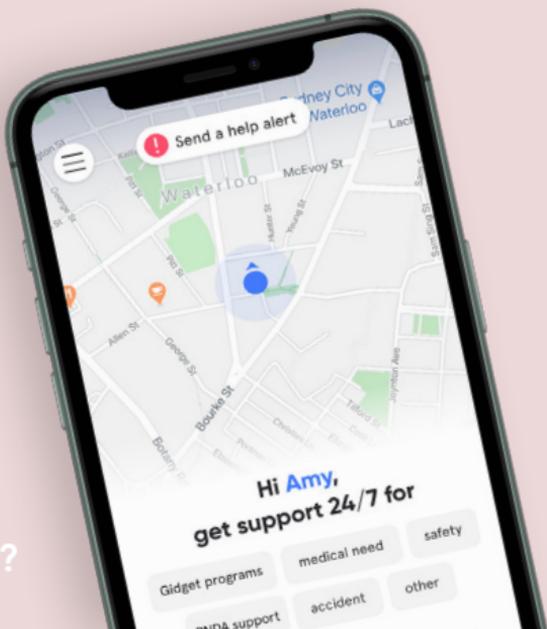
Access to the Gidget Perinatal Support Centre service, is free of charge for all expectant and new parents in NSW. This is only possible due to the generosity of the NSW government.\*

\*Valid for the duration of the pilot, which will conclude on 30 June 2021.

Proudly supported by

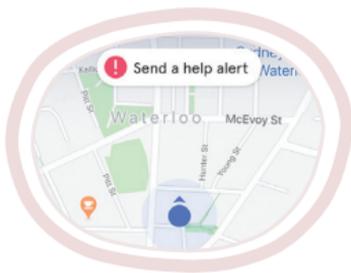


## HOW DOES IT WORK?



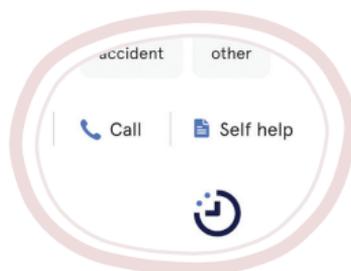
### 24/7 HELP

Tap '**Send a help alert**' to access Sonder's support team who can assist you remotely or in-person for a range of health, safety and wellbeing issues. Once you confirm you need urgent assistance, the Sonder team will be in touch immediately.



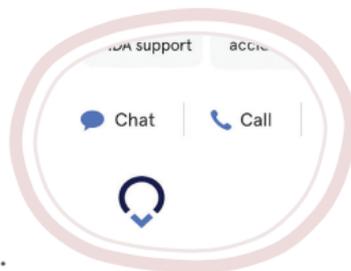
### HELP CENTRE

This is where all of the resources related to perinatal support live. You can find the help centre by tapping '**Self help**' on the lower right hand side of the screen.



### CHAT

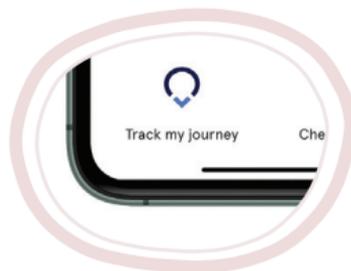
The home screen displays a selection of topics. Simply tap on a button to start chatting with a Sonder support specialist. If you don't see your topic listed tap '**Chat**'.



### TRACK MY JOURNEY

Sonder can monitor your safety as you walk, cycle or drive to your destination.

✳ Select the '**Track my journey**' feature on the home screen.





- \* Input your destination and select your travel mode – walking, cycling or driving.
- \* Tap **'Start journey'**.
- \* When you have safely reached your destination, tap **'I'm safe'** or **'I need help'**.

## CHECK ON ME

If you're meeting someone new, in an unfamiliar place or just want reassurance, use **'Check on me'**.

- \* Select the **'Check on me'** feature on the home screen.
- \* Set the timer to the duration of your meeting or at the time you want Sonder to get in touch.
- \* Add any relevant details.
- \* When you finish your meeting, tap **'I'm safe'** or **'I need help'**.

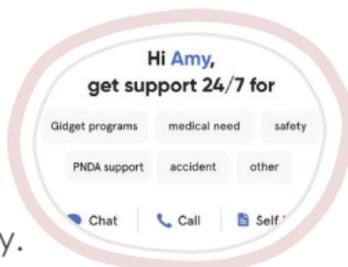


## SAFETY NOTICES

Sonder monitors what's happening in the environment around you and will send a notification if something happens that may impact your safety.

You might even get a message asking **'Are you OK?'**

- \* If you need assistance, tap **'No, send help'** and we will get you the help you need.
- \* If you are safe, tap **'Yes, I am safe'**.





## Sonder quick guide

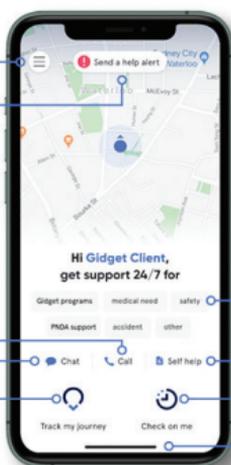
Profile and settings

24/7 help alert

Call Sonder

Live chat

Track my journey



**In an emergency**

Use the app to call 000.  
Sonder will be notified  
and can provide support.

Popular help topics

Help centre

Check on me

Swipe up to call 000

## HOW DO I ACCESS THE APP?

You can download the **Sonder app** by opening the camera on your phone and scanning the QR code below – this will take you to your preferred app store.

Once you've downloaded the app, follow the below steps:

- \* Click **'new user'** in app
- \* Enter your email
- \* If prompted, select **'Enter registration code'**
- \* Enter the code: **GIDGET**
- \* Enter your first name and last name and re-confirm your email address
- \* You will receive an email asking you to create your password
- \* Once you've set your password, you'll be able to log in





## **ABOUT GIDGET FOUNDATION AUSTRALIA**

Gidget Foundation Australia is a not for profit organisation that provides programs to support the emotional wellbeing of expectant and new parents.

The Gidget Foundation was named after a vibrant and joyful mother, who suffered from unrecognised postnatal depression. Her nickname was 'Gidget'. The Foundation evokes Gidget's warmth and lively spirit. Established by her friends and sisters, the organisation has grown and is now supported by passionate individuals, community leaders, health professionals, businesses and government.

New babies bring delight along with challenges. Nearly 1 in 5 mothers and 1 in 10 fathers will suffer perinatal depression and anxiety; that's around 100,000 Australians each year.



## **ABOUT SONDER**

Sonder believes that everyone should have access to help and support in moments they feel unsafe or uncertain. Sonder wants to ensure that no matter the help you need, there are people out there with the right skills and experience to help you pursue your life with confidence.