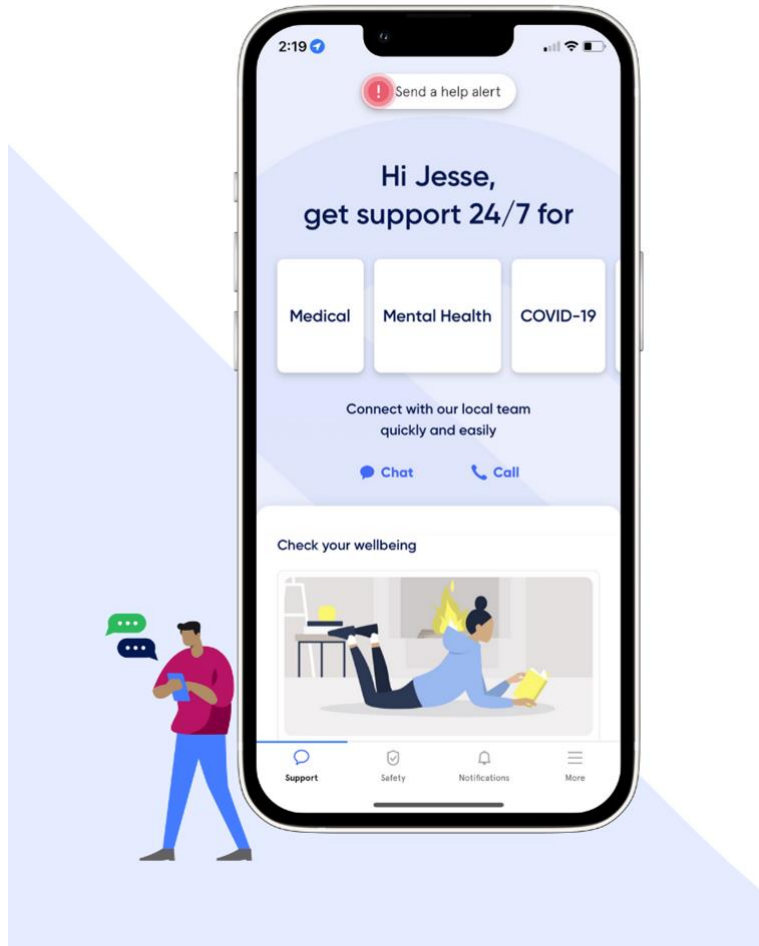


# Sonder support services (pilot)

UQ has partnered with Sonder to connect you with confidential health and safety support from anywhere, whenever you need - free of charge

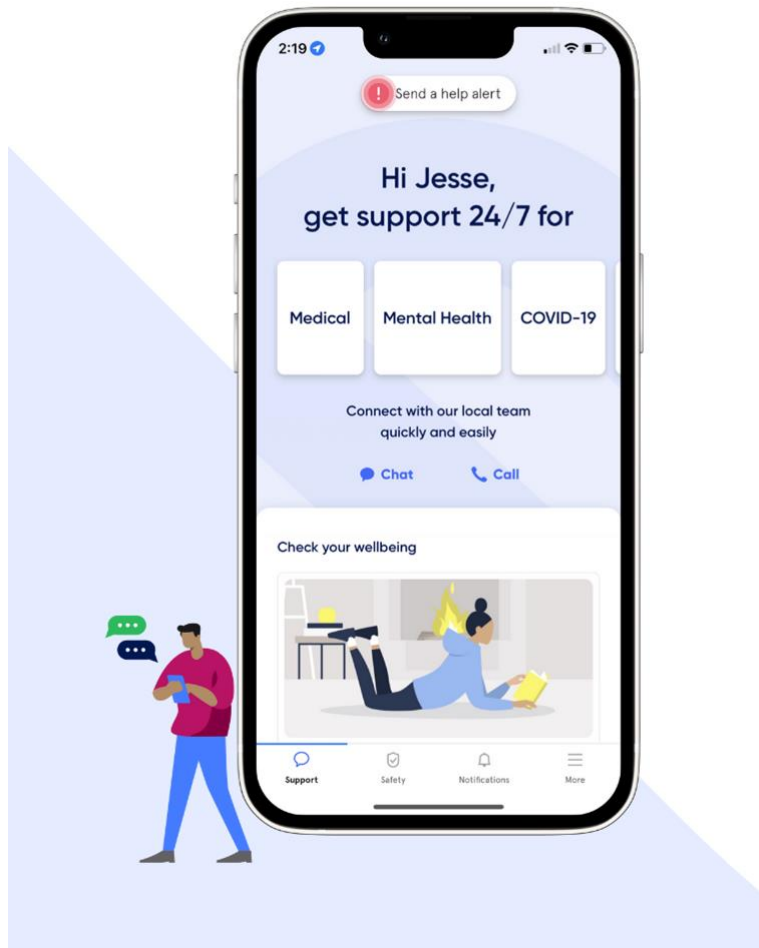


Download the app:



Registration code: UQNMSW23

# Sonder support services (pilot)



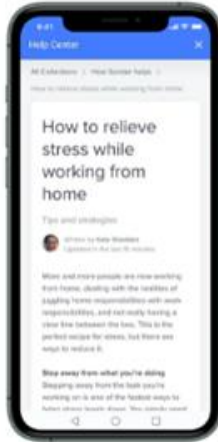
- Pilot for 2023 academic year
  - Year 3 & 4 Medical students
  - Placement students in School of Nursing, Midwifery and Social Work
- Additional support: you can still access all UQ services
- 24/7 app, chat and phone-based support
- Australia-wide in-person response if required

Download the app:



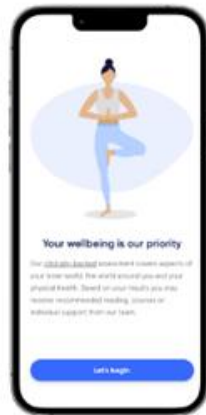
Registration code: UQNMSW23

**With Sonder,  
practising healthy  
wellbeing habits  
and staying well  
has never been  
easier.**



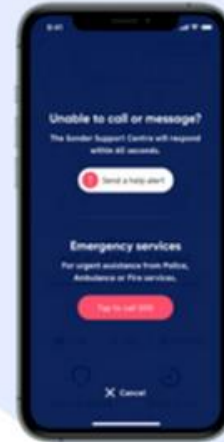
### Wellbeing library

Learn how to better manage your wellbeing with tips on how to improve your physical and mental health like how to de-stress or how to identify signs and symptoms of burnout or fatigue.



### Wellbeing Assessment

Take 3 minutes to explore your wellbeing. Your results will be confidential and unique to you with personalised insights, content and assistance to ensure you're feeling your best.



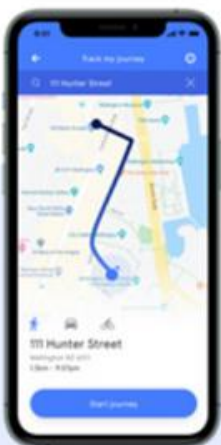
### Wellbeing notifications

Ensure that you've got notifications turned on so you can make the most of the latest tips and tactics designed to help you build resilience and improve your mental and physical health in your day-to-day.



### Chat instantly

Connect with a Sonder support specialist discreetly and in real-time. Select a relevant topic and type freely, or tap the 'Chat' icon to start a conversation. Everything is confidential.



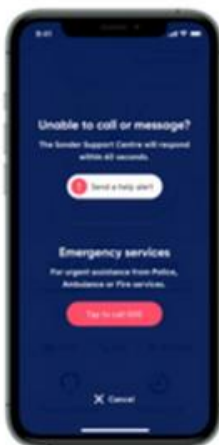
## Track my journey

Stay connected day or night. Whether you're out and about, walking in the dark or on your daily commute, we monitor your progress throughout your journey until you no longer need us.



## Check on me

Feel safe in any situation. Sonder can check up on you to make sure you're okay when you're meeting someone new or going somewhere unfamiliar.



## Help alert

Immediate support. If you need urgent help, simply tap "send a help alert" to get connected instantly to our team, who are always here to help. They can assist you remotely or in-person.



## Safety alerts

Helping avoid unsafe hotspots. We scan the environment for anything that may impact your safety. If you're near an unsafe location, we'll notify you immediately, and follow up to ensure you are safe.

**Sonder has a variety of safety features to make you feel safe whenever you need it, wherever you are.**



# Who's behind the app?

24/7 staffed Sonder Support Centre in Waterloo, Sydney

Clinical and Registered professionals:

- Nurses
- Mental Health Practitioners
- Clinical Psychologists
- Trauma Psychologists
- Midwives
- Social Workers
- Shift Supervisors
- Emergency Responders

100% Confidential



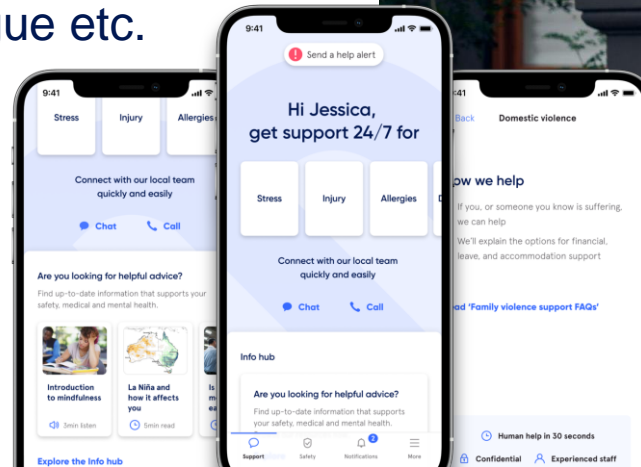


# What are some of the things I can chat/call Sonder for?

24/7 confidential support across safety, medical and mental health needs via chat, on the phone or in-person.

We are here to help with:

- Mental Health concerns
- Medical concerns
- Family life
- Workplace stress, anxiety, work fatigue etc.
- Safety concerns
- COVID-19 support
- Relationship issues
- and more...



# Multilingual Support - chat and call

获得照护者提供的  
健康和安全管理支持



借助 Sonder，您能够以任何偏好语言，实时与由注册护士、心理健康临床医生和安全专家组成的专家团队进行保密联系。您可以随时向他们提问任何问题。无论问题大小，他们都能回答。

如何访问您的 Sonder 帐户

- 扫描二维码或从应用商店下载 Sonder。
- 打开应用，输入您的电子邮件地址，然后点击“Log in or create account”（登录或创建帐户）。
- 通过电子邮件验证帐户并设置密码。
- 登录应用，即可加入！

下载 Sonder



sonder.io



## In-app chat: 240+ languages

- Open the chat feature and start chatting in your preferred language. Sonder system will translate this and respond in your preferred language.

## Phone or video: 300+ languages via translation service. To initiate a call with Sonder in a language other than English:

- **Chat:** Start a chat in your preferred language, tell Sonder you would like to speak in a language other than English (eg Thai), Sonder calls you back with Thai translator on the call.
- **Call to Sonder:** Call Sonder using the Sonder app, tell Sonder in English you would like to speak in a language other than English (eg Bengali), Sonder puts you on hold whilst a Bengali translator is added to the call.

# Activate your account



## How you can access Sonder

1. Scan the QR code on your phone or download Sonder from your preferred app store
2. Open the Sonder app
3. Enter your UQ email address
4. Enter the registration code when prompted: **UQNMSW23**

## Having trouble? More questions?

- Sonder Quick Start Guide:  
<https://help.sonder.io/en/collections/2109782-quick-start-guide>
- Student Support: [student.services@uq.edu.au](mailto:student.services@uq.edu.au)

