

Sonder FAQs



General

What is Sonder

Sonder is a 24/7 medical, mental health and safety support service. It's supported by registered nurses and mental health professionals who can help you take care of your health and get support whenever you need it.

Are there any costs associated with using Sonder?

No, the Sonder service is included at no extra cost with your Studentsafe Inbound insurance policy.

What type of support can I access?

Sonder is a 24/7 medical, mental health and safety support service, delivered by qualified health and safety professionals, including registered nurses and mental health clinicians. The service supports individuals with everything from general health and safety questions to critical incidents.

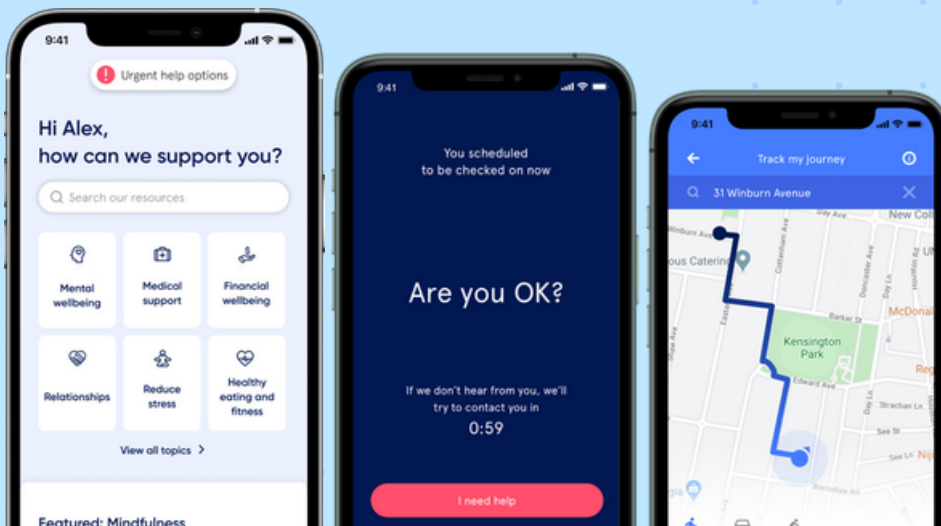
Sonder also offers a comprehensive library of health resources and self-assessments, featuring practical advice on nutrition, sleep, mindfulness, and physical activity, including guided exercise videos.

When I send a chat or call, who am I connecting to?

Sonder delivers 24/7 care through Support Centres based in Auckland, London and Sydney, and is staffed by a dedicated team of support coordinators, nurses, doctors, midwives, emergency responders, mental health clinicians and social workers. Your first point of contact will be a support coordinator, who will take the time to understand your needs and connect you with the most appropriate support within our network.

What are some of the qualifications of the people I am connecting with?

The Sonder Support Centre is a multidisciplinary team of various clinical professionals ranging from mental health first aiders, through to emergency nurses and doctors.



Access

How do I get access to Sonder?

You can download the Sonder app on your Apple or Android device via the App Store or Google Play.

Note for Chinese students using Android devices:

If you experience any issues downloading the app, you may need to update the country or region settings of your Google Play Store.

How do I login to Sonder?

After downloading the app, you'll need to enter your registered university/education provider email address.

Learn more at allianz-partners.com/en_NZ/products/Sonder.html

Where do I go if I have issues logging into the app?

If you are having issues accessing Sonder, email hello@sonder.io, and provide your Student ID number, along with your university/education provider email address and full name.

Can I use Sonder outside of New Zealand?

Some Sonder features can only be used in New Zealand, but you can still read helpful wellbeing resources and chat with Sonder's 24/7 support team from anywhere in the world.

General support

Does Sonder refer me to external support?

Sonder provides tailored guidance across safety, mental health and medical needs, ensuring the right support at the right time. Where additional care is required, Sonder connects users to trusted external providers through validated referral pathways.

Does Sonder replace my GP?

No. Sonder doesn't replace your GP. While you can access medical advice through Sonder 24/7, there may be times when a Sonder nurse recommends you visit your local GP, emergency services, or another healthcare provider. Sonder's role is to make sure you receive the right care at the right time.

Does Sonder replace calling 111?

No. Sonder does not replace calling 111 in an emergency. If you're in immediate danger or need urgent medical attention, you should always call 111 first. Sonder can guide you before or after you contact emergency services and provide support if you're unsure whether your situation requires an emergency response.

Who is eligible for Sonder?

Where can I find out more information about my eligibility?

Access to Sonder is available to all Studentsafe Inbound insurance policyholders who are over the age of 18 years. If you have family members or a partner covered under your Studentsafe Inbound policy, to arrange access for a family member or partner, please contact the Studentsafe helpdesk on 0800 486 004 or email help@insurancesafenz.co.nz

I'm under 18, can I use Sonder?

Support for minors

Students under 18 can use Sonder if a parent or guardian agrees. Their contact details can be added in the app. Usually, parents or guardians must give consent for medical care, but in some cases Sonder's medical team may decide the student can give their own consent. Learn more at sonder.io/legal/#minor-policy



Medical support

What medical support is available via Sonder?

You can message or call nurses, midwives, and emergency service professionals 24/7. If you need to, you can also upload a photo to help show what's going on.

What is Check on Me and how can it be used?

Check on Me lets you set a time for Sonder to check that you're safe. It's great for when you're meeting someone new, like on a first date or when buying something from someone online.

What happens if I don't close a Help Alert or confirm my safety?

Sonder will keep trying to contact you through the app, text, or phone call until they know you're safe. If they can't confirm your safety, a Sonder responder may be sent to your last known location to check on you in person.

Safety features

What is Track my Journey used for?

This feature helps you get home safely. Just enter your destination, and Sonder will keep an eye on your journey from A to B. If you go off your route, Sonder will check in with you. If you ever feel unsafe, you can quickly tap in the app to talk to someone right away. Perfect for travelling home at night or somewhere unfamiliar.

What is the Help Alert button and what does it do?

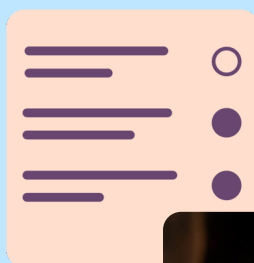
The Help Alert is the highest priority request for immediate support. This lets Sonder know that you need urgent escalated assistance.

You would only use this in an emergency.

Notifications

What type of notifications can I expect?

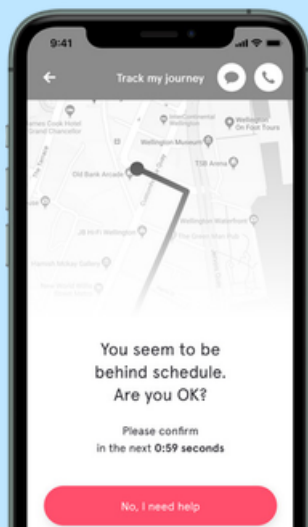
Sonder keeps an eye on events and hazards around you to help keep you safe. You'll get helpful alerts if something nearby could pose a risk. To stay informed, make sure your location settings are on. You can easily manage or turn off notifications in the settings tab whenever you like.



08 10
09 20 am
10 : 30 pm
11 40
12 50



Are you ok?





Confidentiality

Are my interactions with Sonder confidential?

Sonder is a private and confidential source of support. Sonder is certified by the International Organisation for Standardisation (ISO) and accredited with the Australian Council on Healthcare Standards (ACHS). Protecting members' privacy is always a priority, except where required by law. If Sonder believes a person may be at risk of harm, it has a duty to report this to help keep everyone safe.

How does location work? Who can access that?

Sharing your location helps Sonder provide the right support when you need it, from sending alerts about nearby events to guiding you to help in an emergency.

Your location information is only ever shared with emergency services or when required by law to keep you safe.

If I use Sonder, does anyone at my university know?

Sonder is an independent and confidential service and does not disclose information back to your education provider. There may be instances if and when a student provides consent to inform their university or college of an incident.

Scan to download Sonder



Download the Sonder app and use your registered university/education provider email address

