



You care for a person who uses our services

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 Solasta service.

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 solasta.net.au/feedback
- in person at any of our centres or during a home, school or workplace visit
- by phone on (08) 7160 1900
- by email to feedback@solasta.net.au
- in writing to Feedback, Solasta, Level 2, 280 North East Rd, Klemzig SA 5089

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/3yGN5Zr



If you need help

If you are experiencing a crisis or imminent life-threatening situation, please contact one of the following services.

- Emergency Services (24/7) 000
- Mental Health Triage Service 13 14 65
- Lifeline 13 11 14 Kids Helpline 1800 551 800
- Suicide Call Back Service 1300 659 467

Contact us

- 📍 Level 2, 280 North East Rd Klemzig SA 5087
- 📍 5/50 Esplanade, Christies Beach SA 5165
- ☎ (08) 7160 1900 📠 (08) 7160 1999
- ✉ info@solasta.net.au 🌐 solasta.net.au

Helping all people to shine their brightest!



Solasta 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.

Solasta welcomes people from all cultures, faiths, backgrounds, and experiences, and celebrates all identities, genders, sexes, orientations and abilities.

We embrace diverse voices in our decision-making to ensure we deliver inclusive services.

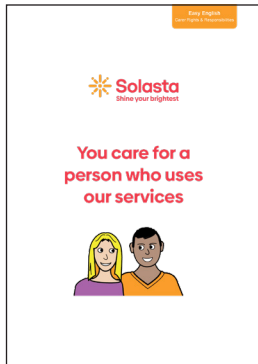
© 2023



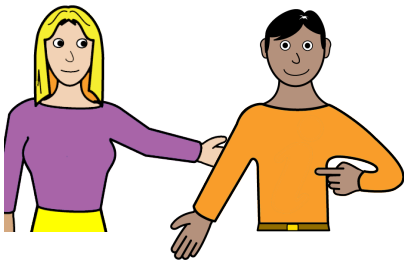
Carer rights & responsibilities

Rights and responsibilities of people that care for you including friends, family, partners, support persons and significant others.

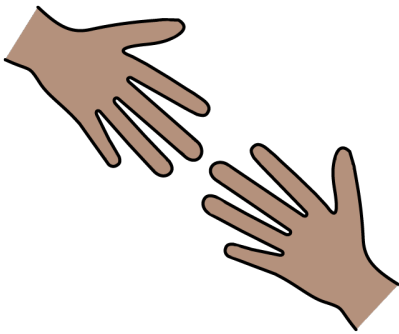




What is in this book?



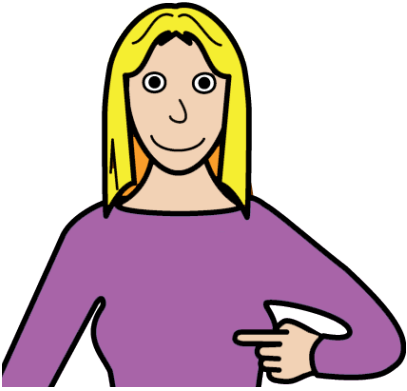
You are a carer **1**



You can get help **3**

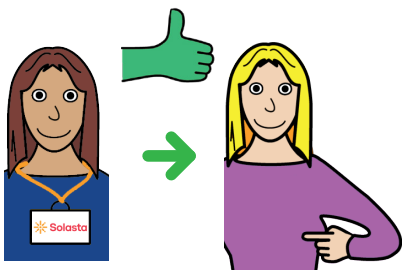


What we need you to do **4**



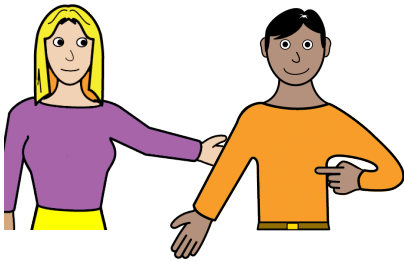
What you can do

6

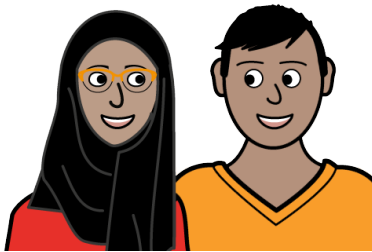


We respect you

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You are a carer



A carer can be a

- family member



- support person

or

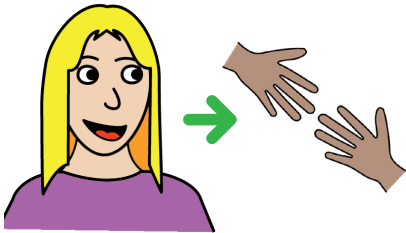


- partner
- friend.

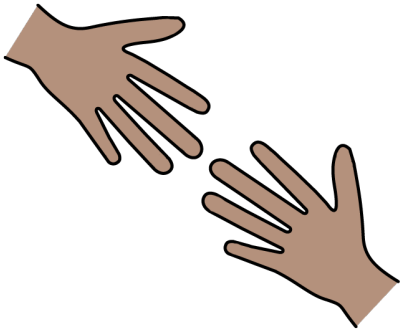


You help a person

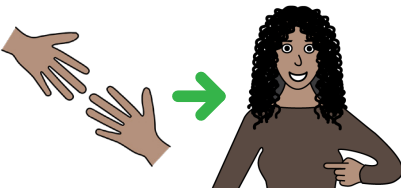
and



you may need help.

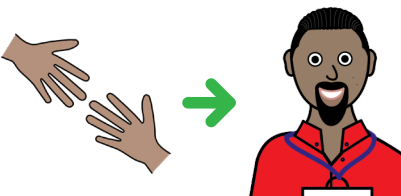


You can get help



You can get help from
an advocate

and



other services. Like



Carer Gateway.



Phone **1800 422 737**



Go to their web site
carergateway.gov.au



What we need you to do



We need you to

- respect the person you care for

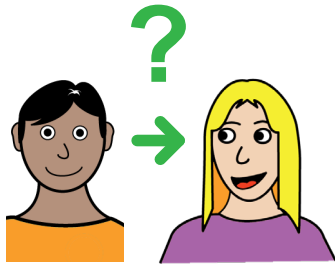


- respect our staff

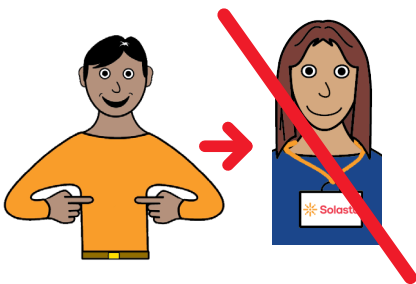
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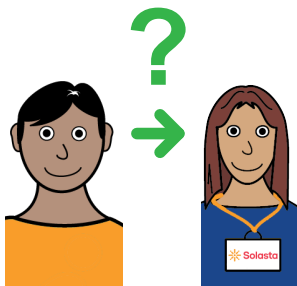
tell Sonder when you do **not**
care for the person any more.



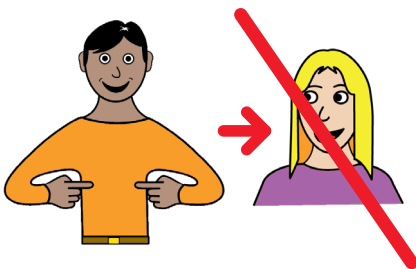
The person you care
for can ask you



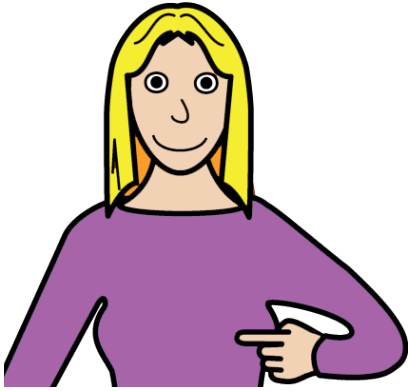
not to share personal
things with our staff.



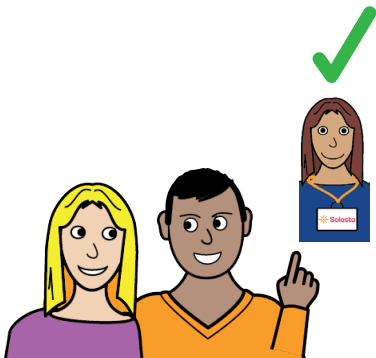
The person you care
for can ask our staff



not to share personal
things with you.

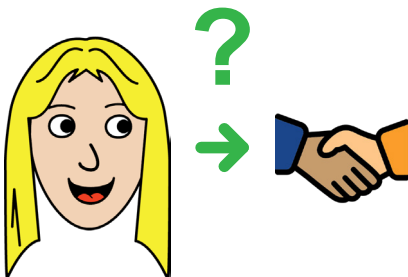


What you can do



You can

- help the person you care for to make choices

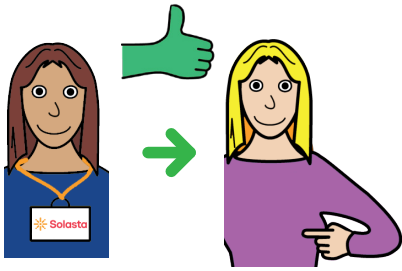


- ask about our services

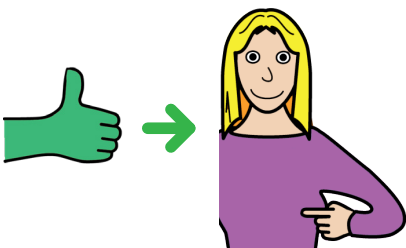
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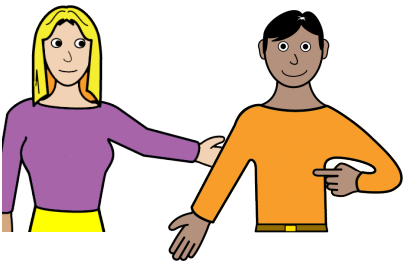
- tell us what you think.



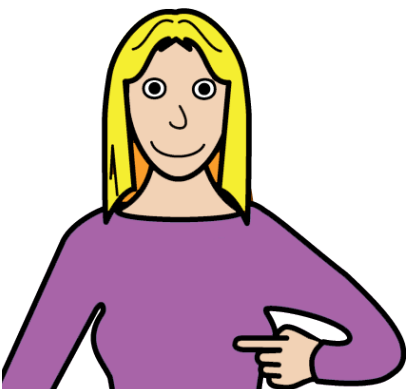
We respect you



We respect who you are. Like



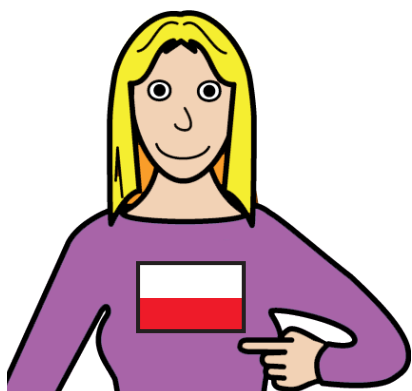
• You are a carer.
We respect your role.



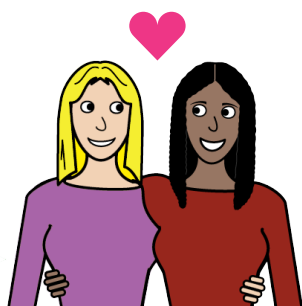
• You are a woman.
We respect your gender.



- You have a disability.
- We respect your needs.

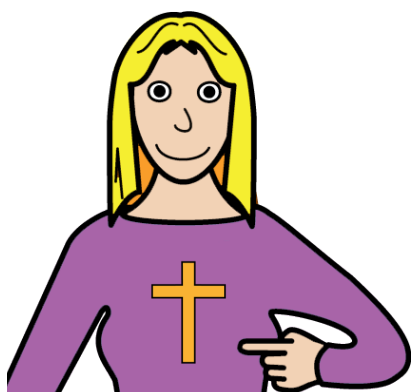


- You are Polish.
- We respect your culture.



- You love your partner.
- We respect who you love.

or



- You believe in God.
- We respect what you believe in.