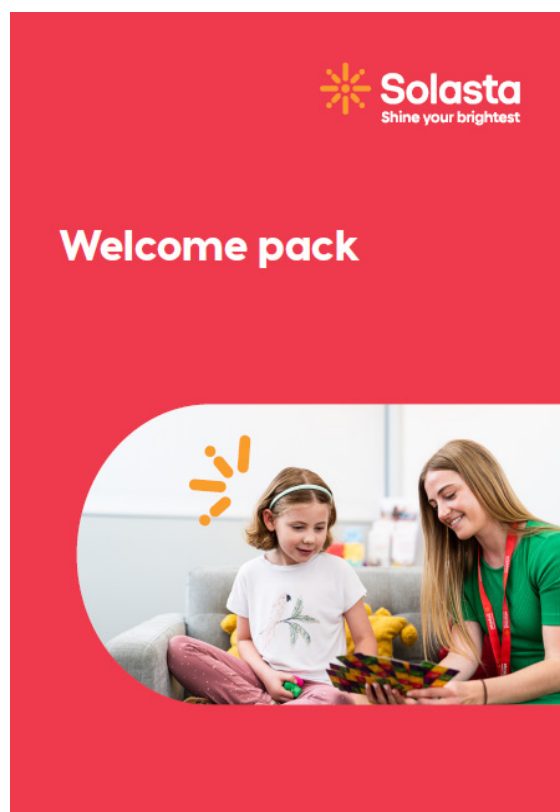


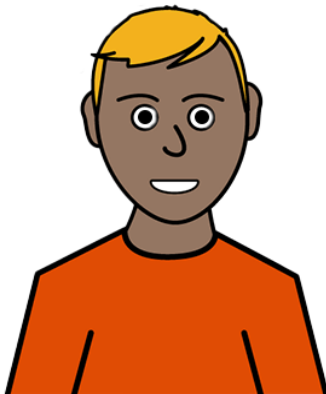


# How to use the welcome pack





We have staff. Like



- clinical psychologists

and

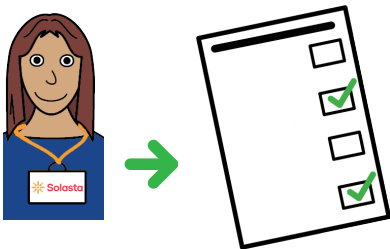


- registered psychologists

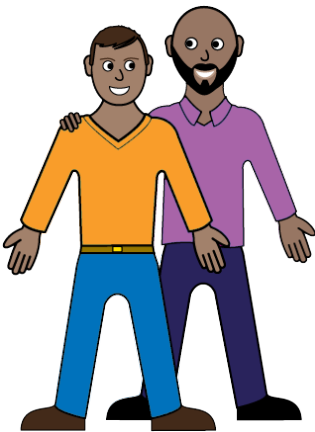


and

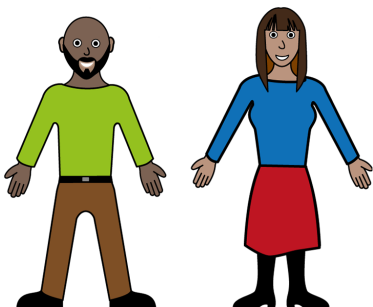
- other health professionals.



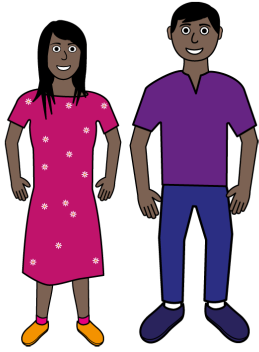
We will work with you on your skills and goals.



We support people. Like



- adults



and

- young people

and



- children.



We provide services. Like



- psychology



and

- therapy

and



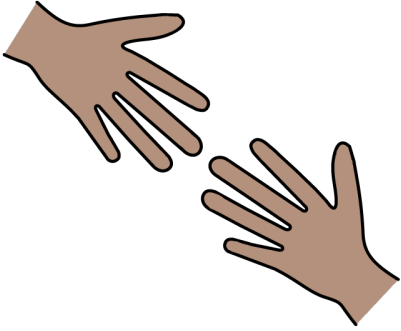
- assessments.



We will ask you questions



to find out what is hard for you.



## Our values



At Solasta we have values. Like



- respect

and



- fairness



**and**

- honesty

**and**



- trust

**and**



- equity.



## Our services



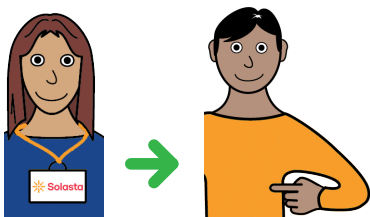
We have services. Like

- psychological therapy

and



- assessments.



You may use our psychological therapy services to



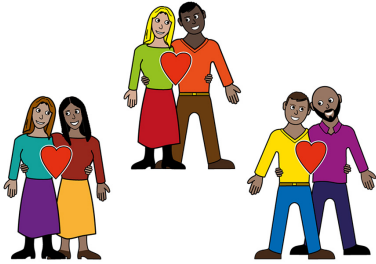
- help your mental health

or



- help you reach your goals

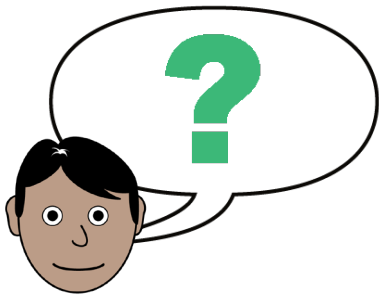
or



- help you with your relationships.

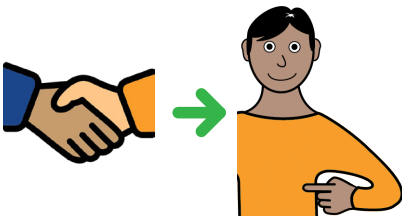


You may use our assessment services to



- to identify your needs

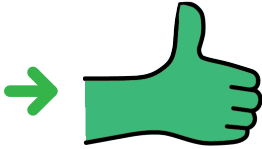
and



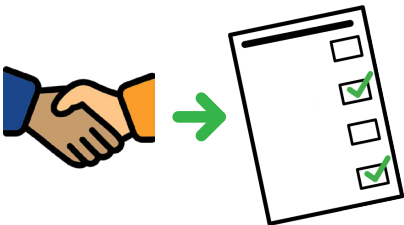
- work out what services can help you.



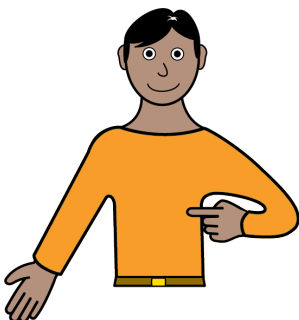
## Planning your services



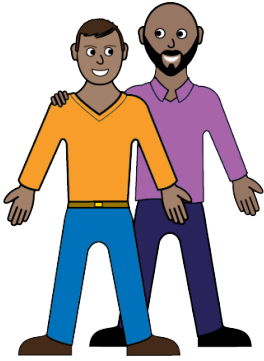
We will provide services that respect you.



We will provide services that help you to meet your goals.



You may have a person with you. Like



- a carer

or



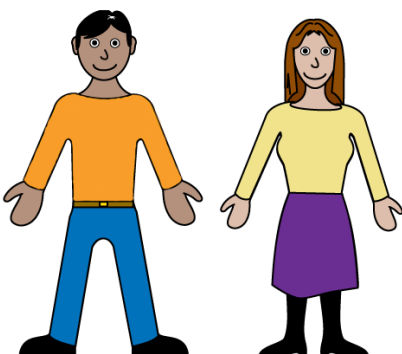
- a friend

or



- a family member

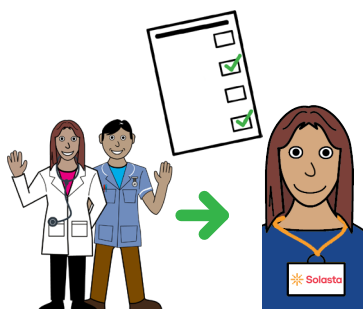
or



- an advocate.



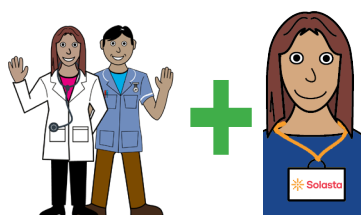
You may have other service providers.



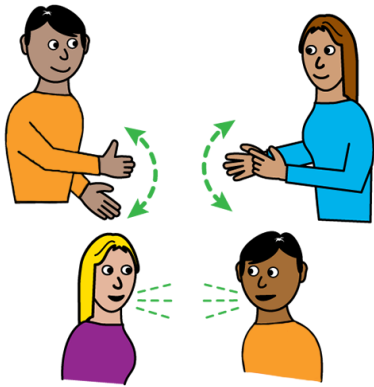
We will work with them to make a plan.



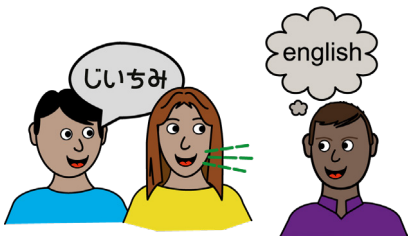
This plan is about the best way



we can support you together.



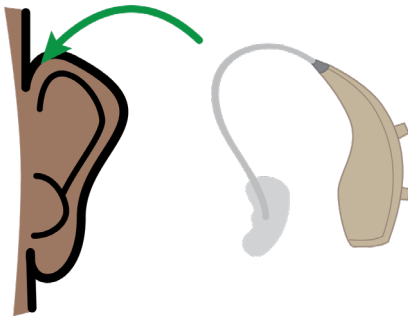
## Communication support



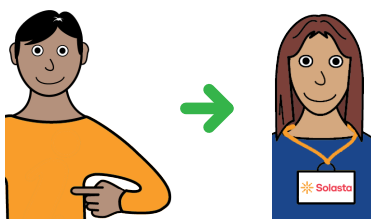
You may need help to communicate. Like

- you need an interpreter

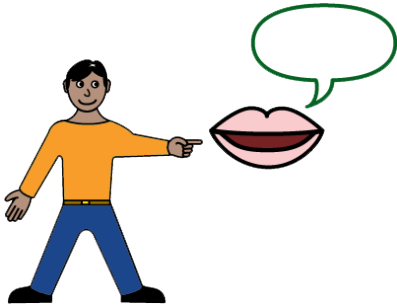
or



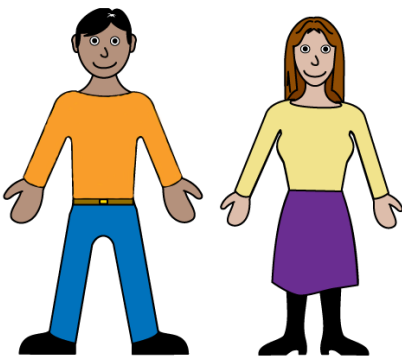
- you need a hearing aid.



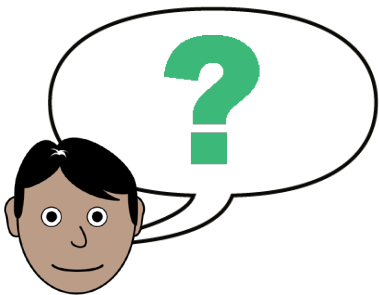
Tell our staff that you need a communication aid.



## Advocacy



You may have an advocate. An advocate can



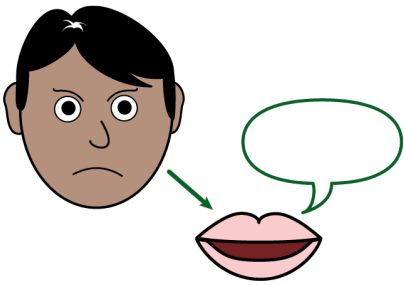
- help us to learn about your needs and goals

or



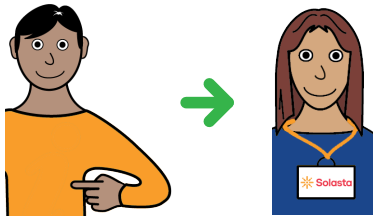
- protect your rights



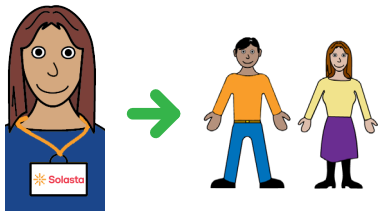


or

- help you to tell us any concerns you may have.

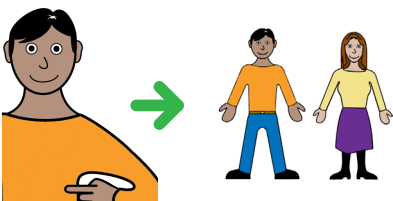


You may tell our staff that you want to have an advocate.

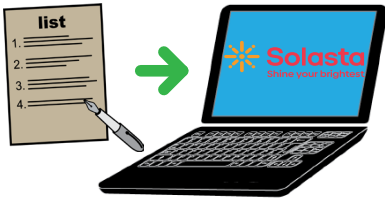


We can help you to find an advocate

or



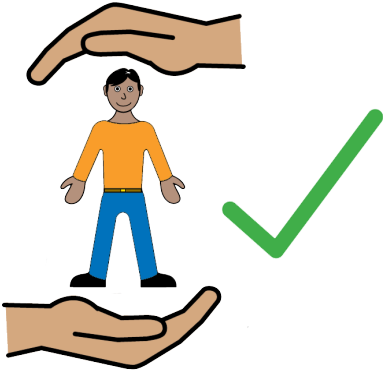
you can find an advocate by your self.



You can find a list of advocacy organisations on the Solasta website.



Go to [solasta.net.au/advocacy](https://solasta.net.au/advocacy)



## Your safety

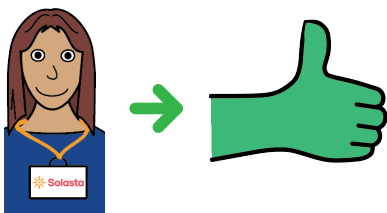


At Solasta you have rights. Like

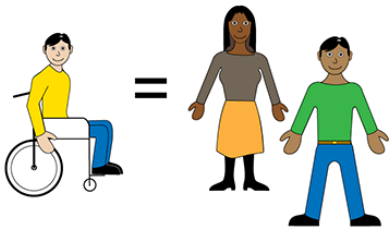


- you will be safe

and



- we will respect you



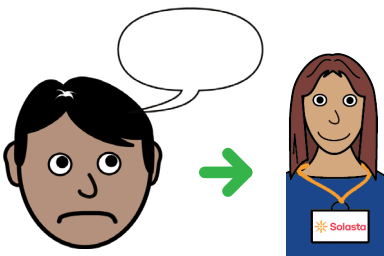
and

- we will treat you equally

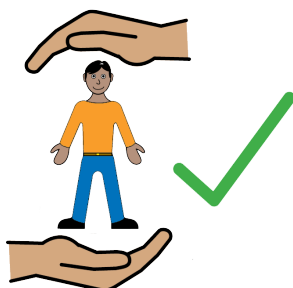
and



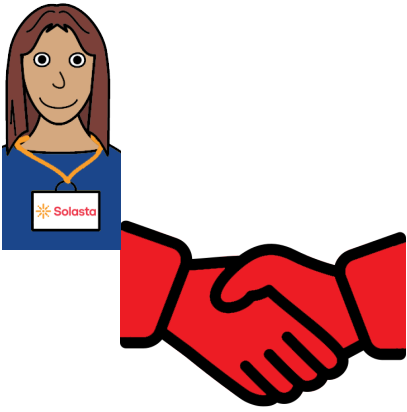
- you will be free from abuse and neglect.



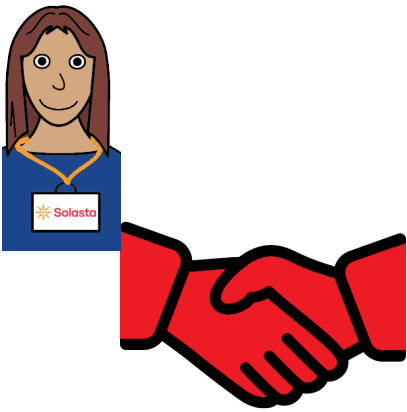
When our staff do **not** treat you this way. You must tell our staff.



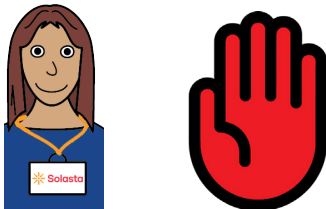
Solasta is a safe place.



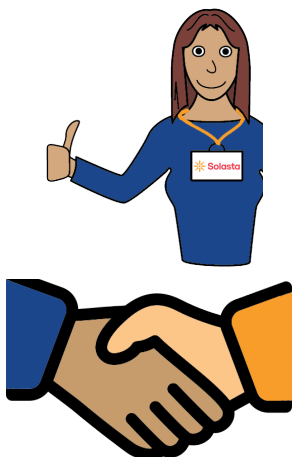
## Conflict of interest



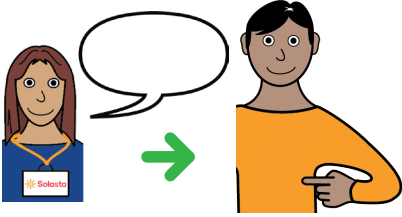
A conflict of interest can happen when



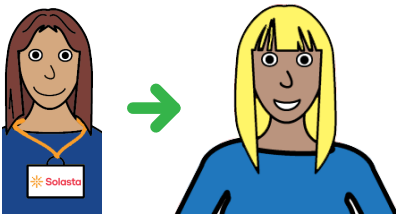
our staff members personal interests get in the way of them doing their job



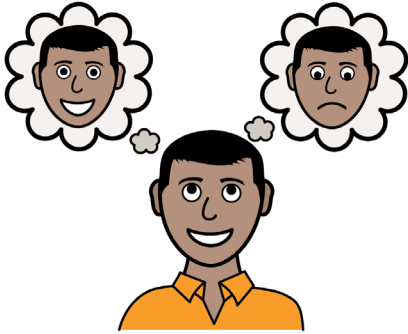
which is to provide you with the best service they can.



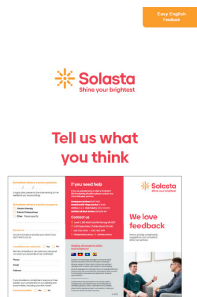
We will tell you if there is a conflict of interest.



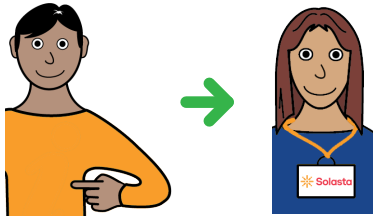
Our staff will manage the conflict of interest in the correct way.



**You would like to give us feedback**



Read the book - Tell us what you think.



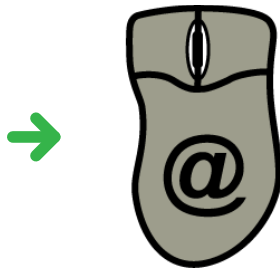
**You would like to contact us**



You can contact us

- on your phone

or



- with an email

or



- when you send us a letter.