

Welcome pack



About us

Solasta is a not-for-profit provider of psychology, therapy and assessment services for adults, children, young people and their families.

Our team is made up of experienced clinical and registered psychologists and other health professionals who will provide you with tailored support to suit your unique needs.

We are committed to a person-led approach, ensuring that you are at the centre of all our services.

We focus on your strengths and work with you to build the skills you need to achieve your goals.

Solasta is proud to be part of the Sonder family, a not-for-profit organisation with a social purpose to improve the lives of all community members by providing high-quality, accessible services. At Solasta, any profits generated are re-invested back into Sonder.

Our values

Our values are at the centre of everything we do.



Respect

We demonstrate a deep commitment to respecting the individual needs, beliefs and heritage of all whose lives we touch.



Fairness

We strive to create a workplace where the rights of all people are respected and valued.



Honesty

We speak truth to power; and in every way we engage with the world within and outside, we strive for openness and transparency.



Trust

We strive to be honest and forthright in our dealings. We build trust in our clients, employees and stakeholders.



Equity

We strive for a just, fair and inclusive society where we work alongside our clients to develop their potential to live lives of full citizenship.

Our services

Our highly trained and experienced clinicians are skilled in supporting people of all ages to improve their wellbeing. Our team will support you to achieve positive change, reduce emotional distress, and reach your goals.

We understand the importance of a strong connection between you and your clinician. For this reason, our team take care to link you with a clinician who is best suited to your needs and preferences and who we think you will connect with.

Psychology

We provide psychological therapy tailored to your needs to help you reduce emotional distress, achieve positive change, and reach your goals.

Our team is experienced in working with children, young people and adults with mental health concerns, situational stressors, learning difficulties and disabilities.

Our psychology services help to improve mental health, build resilience, enhance social and emotional wellbeing and strengthen relationships.

We provide assessment, education and support to develop a range of skills, including communication and social skills, emotional regulation skills, independent living skills, self-efficacy and insight.

Our psychologists can also work with parents, family members, and support professionals to help find ways to best support you.

Assessments

We provide assessments to assist with a range of developmental, learning, and mental health conditions and to inform effective support pathways.

We provide assessments of:

- Autism spectrum disorder (ASD)
- Cognitive ability (thinking, reasoning and problem solving - often referred to as IQ assessment)
- Learning difficulties and specific learning disorders (dyslexia, dysgraphia, dyscalculia)

- Intellectual disability
- Attention deficit hyperactivity disorder (ADHD)
- Mental health conditions
- Adaptive behaviour/functional skills (for NDIS or other support purposes).

All assessments are evidence-based and include detailed recommendations to address the identified needs and assist with planning for therapy and support services.

Planning your services

At Solasta, we are committed to ensuring that our services are delivered in a way that respects your:

- Culture and values
- Beliefs and religion
- Identity and sexuality
- Family and community
- Language/communication needs
- Goals
- Strengths
- Abilities

The services you receive will be determined by the needs and goals that you have. You will always be the centre of all decisions and will be actively involved in planning your services.

If you wish, you can also involve a carer, friend, family member or an advocate. With your consent, other providers may also be involved.

So that we can create a service plan together, we will work with you to complete an initial assessment that helps us to understand how we can best support you. We will ask you to tell us about your strengths, needs, preferences and goals.

We will also work with you to identify the supports you have available and any areas of risk.

We may also ask you to complete some specific questionnaires or assessments that will help us to understand any specific areas of difficulties.

These assessments can also help us to track your progress over time. We will then work closely with you and to create a plan that helps you to reach your goals.



Communication support

If you need communication support, we can help you by:

- Supporting you to access an interpreter; or
- Giving you information in a format appropriate to your communication needs.

Get help

The **National Relay Service** is a free Australia-wide phone solution for people who are deaf or have a hearing or speech impairment.

The **Translation and Interpreting Services** (TIS National) is an interpreting service for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

- For TTY/voice 📞 **133 677**
- For Speak & Listen 📞 **1300 555 727**
- For SMS relay, message 📧 **0423 677 767**

- 📞 **131 450**
- Visit 🌐 **tisnational.gov.au**

Advocacy

An advocate is an independent person who protects your rights, help us to understand your needs and goals, and can help you to make decisions or raise concerns.

If you wish to have an advocate represent or support you, please let us know. Your advocate can attend your appointments with you and can also speak for you, if you wish.

They can also assist you if an incident occurs, or if you make a complaint.

We can help you to find an advocate. For a list of independent advocacy agencies, visit 🌐 **solasta.net.au/advocacy** or use Ask Izzy's Disability Advocacy Finder, available at 🌐 **askizzy.org.au/disability-advocacy-finder**

Safety and incidents

You have the right to be safe, respected, treated equally and to be free from abuse and neglect.

We will always treat reports of violence, abuse, neglect, exploitation and discrimination seriously and encourage you to tell us if this happens to you.

We will take all reasonable steps to make sure the environment at Solasta is safe and appropriate to your needs.

All Solasta clinicians are registered with their relevant professional bodies and abide by their codes of ethics, standards, policies and guidelines.

If an incident takes place when you are receiving services, we will do our best to make sure you are safe. We will act in line with all appropriate procedures, and ensure that the incident is reported.

Conflict of interest

A conflict of interest could occur when a staff member's personal interests conflict with their responsibility to act in your best interests.

A conflict of interest may be actual, potential, or perceived and may be financial or nonfinancial.

We will ensure any conflict of interest is communicated to you and managed effectively in line with our procedures.



Feedback

At Solasta, we aim to constantly improve our services and welcome your feedback.

Feedback could be a suggestion, compliment or complaint and you can give feedback in the way you feel most comfortable.

You can choose to provide make a complaint anonymously, however if you choose to provide your name/contact details, we will treat you with respect and privacy. Your services will not be stopped, and you will not be treated differently.

To learn how to provide feedback and what to expect from the process, visit solasta.net.au/feedback

If you need assistance in providing feedback, we are able to help you.

If English is not your first language, we can organise an interpreter if you need one.

If you have a hearing or speech impairment National Relay Service can help you with your call to Sonder (refer to contact details listed in previous section).

You may also seek support from family, a friend, or an independent advocate.

How to submit a complaint to an external agency

If you do not want to make your complaint to Solasta, we can support you to make a complaint to an external organisation including, but not limited to:

NDIS Quality and Safeguarding Commission

 1800 035 544


Ombudsman SA

 08 8226 8699

Carers SA

 1800 422 737

Office of the Chief Psychiatrist

 (08) 8226 1091

The Australian Competition and Consumer Commission (ACCC)

 1300 302 502

Australian Human Rights Commission

 1300 369 711

National Mental Health Care Commission

 (02) 8229 7550

Health and Community Services Complaints Commissioner

 1800 232 007

Contact us

We'd love to hear from you.

T Phone

(08) 7160 1900

Our business hours are

9 am - 5 pm, Monday to Friday

P Post

Write to us at: Solasta

Level 2, 280 North East Rd,

Klemzig SA 5089

E Email

info@solasta.net.au



Or, contact us via our website: solasta.net.au

Follow us on social media



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.