



Privacy and consent

Feedback

If you have any suggestions about how we can improve our service, we'd love to hear them.

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.

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Your privacy & consent

Information about how we collect and handle your personal information and your rights and responsibilities whilst receiving services.



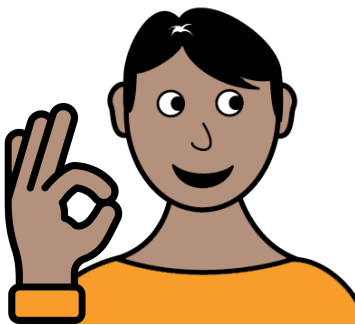


What is in this book?



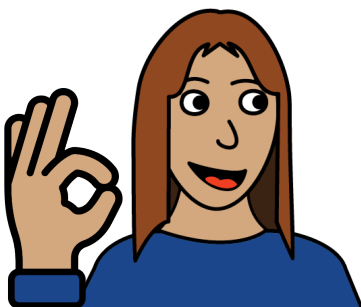
Your information

1



Your rights

4



Our rights

8



Your information

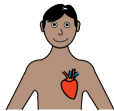


We will ask for information

like



- your phone number
- your email.



We will ask about



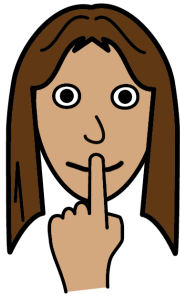
your health.



We will ask about



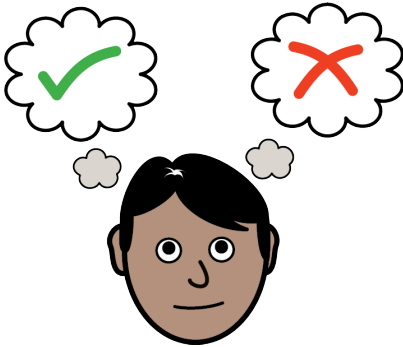
- your religion
- your culture.



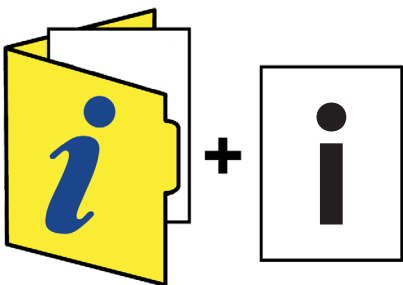
We do **not** tell other people your information.
This is called **privacy**.



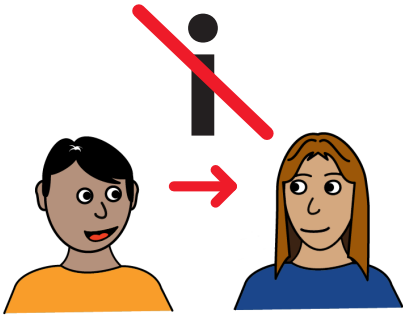
Some times we have to share
your information with other people
involved in your care.



We will ask you if
it is ok to do this.



You can ask us for
a copy of your information.



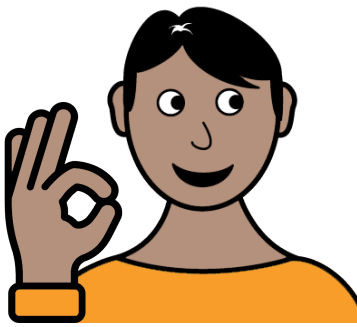
You do **not** have to tell us your information.



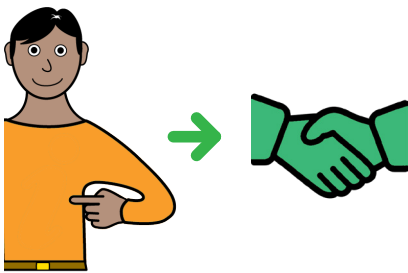
Some times when you do **not** tell us your information



- you can **not** get the service from us.

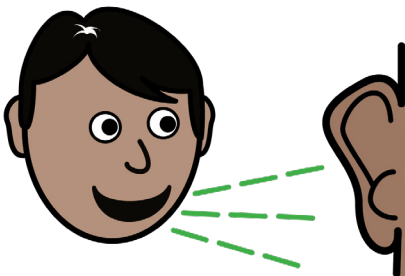


Your rights

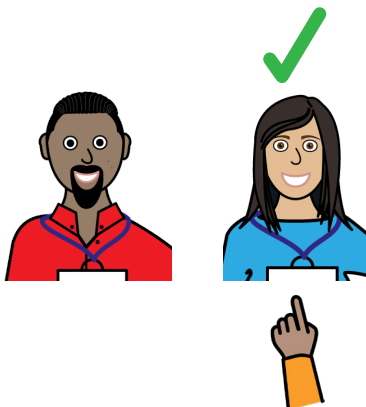


You have the right to

- have respect
- be safe



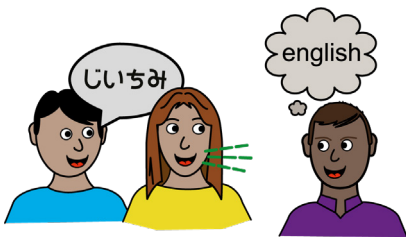
- be listened to



- ask for a different worker



- choose the service you want

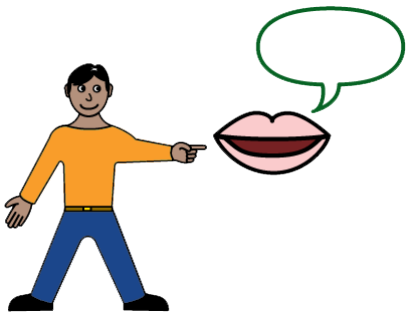


- use an interpreter

and



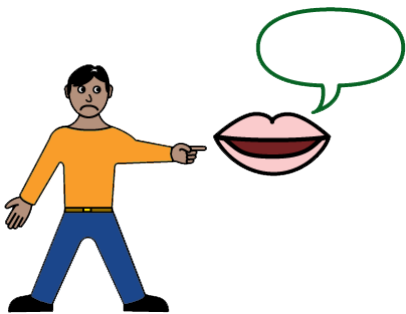
- tell us if there is a problem with our service.



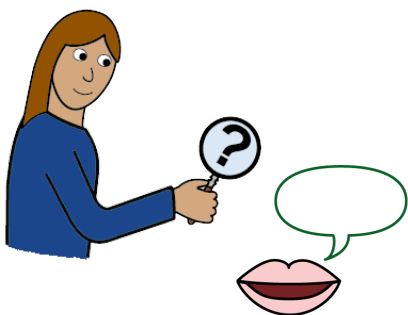
You can ask some one to help you

- choose the service
- plan the service

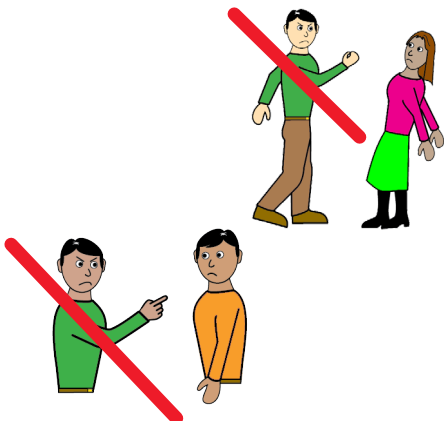
This is called an **advocate**.



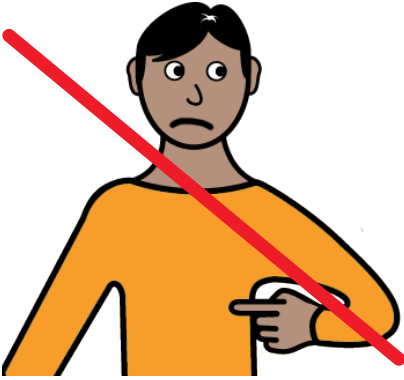
They can help you
when there is a problem.



Solasta can help you
find an advocate.



You have the right to
no violence or abuse
in your life.



Violence is **never** your fault.



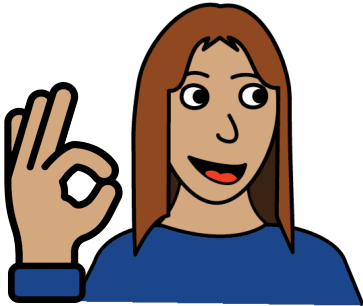
It can happen in any place

- at home
- at work
- at school.



If violence or abuse happens to you
talk to some one you trust like

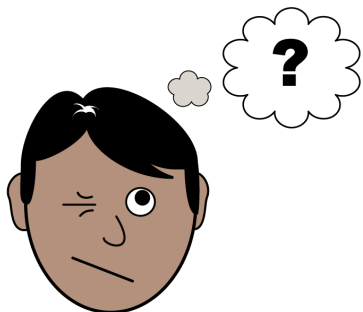
- a Solasta worker



Our rights



We need you to respect our workers.



You need to tell us if you do not understand.



You need to tell us if you

- are **not** coming to see us
- want to stop the service.