

My feedback relates to a service received on:

..... / /

If applicable, please list the date relating to the feedback you are providing.

My feedback relates to a service accessed at:

- ☐ Solasta Klemzig
☐ Solasta Christies Beach
☐ Other Please specify:

.....

My name is:

You do not have to provide your name if you don't wish to do so.

I would like to be contacted: ☐ Yes ☐ No

We take all feedback very seriously, please let us know if you would like to be contacted.

Phone:

Email:

Address:

If you provided a compliment, are you ok if we publish your compliment on our website and social media, including your first name?

Consent to publish: ☐ Yes ☐ No

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

T 1800 943 043 **F** (08) 7160 1999

E info@solasta.net.au **W** solasta.net.au

Klemzig

Level 2, 280 North East Rd, Klemzig SA 5087

Christies Beach

5/50 Esplanade, Christies Beach SA 5165



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.



We love feedback

How to provide compliments, suggestions and complaints about our services.



Your voice can make a difference

Solasta values your feedback and welcomes compliments, suggestions and complaints to help us to improve our services.

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.

How to provide feedback

You can provide feedback in several ways:



Face-to-face: Speak directly to your worker or another Solasta staff member



Email: feedback@solasta.net.au



Phone: Call us on (08) 7160 1900



Letter:
Solasta, Level 2, 280 North East Rd,
Klemzig SA 5089



Feedback form: Complete the form within this brochure and hand to a staff member.

Or complete the online version available at solasta.net.au/feedback

We welcome the use of advocates or support people at any stage of the feedback process.

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.

Clients and carers also have the right to make a complaint about Sonder to external agencies and regulators. For a list of organisations that may be able to receive your complaint, visit solasta.net.au/feedback

What to expect if you make a complaint

- Solasta will respond to your complaint in a fair, timely and unbiased way.
- We will receive your complaint in good faith and you will not be disadvantaged in any way as a result of making a complaint.
- Any necessary actions to resolve the issue will be carried out to the best of our ability and we will always work with you to try and find a satisfactory resolution.
- Feedback and complaints are treated respectfully and confidentially. You can remain anonymous if you want to. We will only involve relevant staff members as required to resolve issues.
- Depending on the nature of your feedback, the matter may be resolved immediately. If we need to make further enquiries, or your feedback relates to a more complex matter, it may take longer to resolve.

Your feedback

This form can be used to provide feedback about our services. Feedback may be a compliment, a suggestion or a complaint.

My feedback is a:



Compliment



Suggestion



Complaint

I am a:



Person accessing a service



Family member, friend or carer



Other Please specify:

.....

My feedback is:

.....

.....

.....

.....

.....

.....

.....

.....