

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

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.



Carer rights & responsibilities

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



A carer is a person who provides unpaid care, support or assistance to another individual who needs help due to disability, medical condition (including terminal or chronic illness), mental health concerns, or ageing.

Carers may be family members, partners, friends or others in a significant personal relationship with the person they support. Care may be ongoing or episodic and can include practical, emotional, social or decision-making support.

Carers play a vital role in supporting the wellbeing, independence and quality of life of the people they care for.

Self-care & support

It is important that as you care for someone, you also look at what you need to be able to remain mentally and physically fit and healthy.

It is not selfish to focus on your own needs and desires when you are a carer—it's an important part of the job.

Carers SA is an organisation that specialises in carer support and can provide more information and resources about self-care, advocacy and carer rights.

To contact Carers SA, phone **1800 422 737** or visit **carerssa.com.au**

Carer responsibilities

Carers of Solasta clients have the responsibility to:

- Support the consumer's rights, preferences and decisions, including their independence and dignity.
- Treat the person they care for with respect, honesty and compassion.
- Respect the diversity, culture, identity and beliefs of the person they care for, other carers, and Solasta staff and students.
- Work in partnership with Solasta staff, recognising their professional roles and expertise.
- Communicate openly with staff and share relevant information (where appropriate) to support safe and effective care.
- Cooperate, as far as possible, with agreed care and support plans.
- Maintain the privacy and confidentiality of the person they care for and others involved in their care.
- Inform Solasta staff if their caring role changes or if they need additional support to continue in their role.

Carer rights

Carers of Solasta clients have the right to:

- Be recognised, respected and valued as a carer and as an individual.
- Be treated with dignity and respect, and free from discrimination.
- Be acknowledged as partners in care, and to be involved in decision-making where the consumer has provided consent and where appropriate.
- Have their knowledge, experience and views heard and considered in care planning.
- Receive clear, timely and accessible information about Solasta services and supports.
- Have their health and wellbeing recognised and be supported to access services that promote their wellbeing and safety.
- Have their cultural identity, language and communication needs recognised and respected.
- Have their privacy and confidentiality upheld
- Be supported to raise concerns, provide feedback or make a complaint, and to have these addressed fairly and respectfully.
- Involve an advocate or support person at any time.

These rights and responsibilities reflect the principles of the South Australian Carers Charter under the Carers Recognition Act.