

# THANK YOU...

**You can return this survey by filling out this form and:**

- + Give it to your care worker
- + Mailing to 'the Feedback Officer', PO Box 8142, Woolloongabba QLD 4102
- + Complete form, scan and email it to [feedback@openminds.org.au](mailto:feedback@openminds.org.au)
- + Submitting an online form at [openminds.org.au/contact](https://openminds.org.au/contact)

We use feedback to identify what we are doing well and where we can improve our services.

We welcome suggestions, compliments and complaints from service users, families, carers and our stakeholders.

If you have feedback, a concern or a complaint, please speak to your care worker, or if you prefer, contact the **Feedback Officer** at our Head Office on (07) 3896 4222 or using the above contact methods.

**We aim to respond to complaint within 7 days.**

If you are dissatisfied with the response you receive from Open Minds about a complaint, you can contact the **Queensland Office of the Health Ombudsman** on 133 646 or the **NSW Health Care Complaints Commission** on 1800 043 159.

Alternatively, if you receive funding under the NDIS you can contact the **NDIS Quality & Safeguards Commission** to lodge a complaint by visiting: [www.ndiscommission.gov.au/participants/complaints](http://www.ndiscommission.gov.au/participants/complaints) or 1800 035 544.

**Open Minds** respects your legal right to privacy and has a Privacy Policy that sets out how **Open Minds** manages personal and sensitive information in an open and transparent way. From time to time, Open Minds may use content provided via feedback and surveys for promotion or publicity purposes.

For more information, visit: [openminds.org.au/privacy-policy](https://openminds.org.au/privacy-policy)

## OFFICE USE ONLY

Feedback Register: \_\_\_\_\_

Incident Reference Number: \_\_\_\_\_

Received by: \_\_\_\_\_

Date Received: \_\_\_\_\_

## OUR PURPOSE

enabling an **independent** and **positive** future for people living with mental illness and disabilities

## OUR VALUES

**INTEGRITY CURIOSITY**  
**TOGETHER RESPECT**  
**PEOPLE CENTRED**

Open Minds is located across Queensland and New South Wales, with outreach services supporting all regions. Visit our website for a list of our locations [openminds.org.au](https://openminds.org.au)

**1300 673 664**

[openminds.org.au](https://openminds.org.au)

[enquiries@openminds.org.au](mailto:enquiries@openminds.org.au)



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# Feedback, Complaints and Participation

Open Minds encourages our clients to participate actively, inclusively and meaningfully in all feedback and engagement opportunities.



## Client, Carer and Family Participation at Open Minds

Open Minds encourages our clients to participate actively, inclusively and meaningfully in improving our services.

### Why Participate?

- + Feel empowered
- + Build positive self-worth and confidence
- + Engage in valued and meaningful activity
- + Learn skills you can apply to social situations and future employment
- + Build networks
- + Build friendships and trust
- + Develop teamwork skills
- + Help make services better for everyone
- + Take an active step towards recovery

### Are you interested in being part of any of the following?

- + Focus Groups (guided discussions around attitudes towards supports & services)
- + Advisory Committees (offer advice and recommendations)
- + Feedback Forums
- + Surveys

If you would like to be a part of our advisory groups please contact [participate@openminds.org.au](mailto:participate@openminds.org.au) or phone (07) 3894 4222

## Surveys

From time to time, Open Minds will provide you with a link to an electronic feedback survey.

If you are not able to complete this yourself, please contact (07) 3896 4222 and our Peer Support Worker can assist you or email us at [participate@openminds.org.au](mailto:participate@openminds.org.au)

## Why do you want my opinion?

Feedback and advice from people with a lived experience and their carer/s about Open Minds is actively sought, respected and highly valued. We build our services and supports around your needs and advice.



## TELL US...WE CARE

DATE: \_\_\_\_\_

### HOW DID YOU FIND OUR SERVICE TODAY?

Please tick one only



EXCELLENT

☐

VERY GOOD

☐

AVERAGE

☐

NOT VERY GOOD

☐

POOR

☐

### Which of the following Open Minds Services did you use today?

Please tick one

☐ NDIS

☐ CREST

☐ HASI/CLS

☐ Residential

☐ Clinical Care

☐ Coastal Supports

### Which Open Minds office/area are you providing feedback about?

Please tick one

☐ Woolloongabba

☐ Morayfield

☐ Capalaba

☐ Bundaberg

☐ Taringa

☐ Redcliffe

☐ Townsville

☐ Ipswich

☐ Toowoomba

☐ Logan

☐ Lismore

☐ Maroochydore

☐ Tweed Heads

☐ Other

### ANY FURTHER COMMENTS?

Would you like us to contact you about your feedback? If yes, please provide your:

NAME: \_\_\_\_\_

PHONE: \_\_\_\_\_