

Client, Carer and Family Participation at Open Minds

Open Minds encourages our clients to participate **actively, inclusively** and **meaningfully** in advisory groups.

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
- + 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)
- + Support Groups (peer led, supportive groups to share experiences)
- + Feedback Forums
- + Surveys

We would love to hear from you – please contact us at participate@openminds.org.au or call **0419 601 446** to speak to Liz Kakogiannis (Peer Support Worker).

Providing Feedback

Open Minds welcomes suggestions, compliments and complaints from service users, families, carers and our stakeholders. We use feedback to identify what we are doing well and where we can improve our services.

Compliments will be shared with relevant staff and their managers. Other suggestions and feedback will be used to improve service delivery in the relevant forum.

All complaints will be respected, taken seriously and you will be notified of the outcome of your complaint. If you do make a complaint, you can be assured you will not be discriminated against or disadvantaged in any way by Open Minds or its staff.



YOU CAN PROVIDE FEEDBACK BY:

1. filling out the feedback form available in hubs, attaching a letter and returning it to:
 - + the locked drop-box in your Open Minds Hub / residential facility
 - + mail to 'The Open Minds Feedback Officer', PO Box 8142, Woolloongabba QLD 4102
 - + email feedback@openminds.org.au
2. submitting an online form at www.openminds.org.au/complaints-feedback
3. calling us on **(07) 3896 4222** and asking to speak to our Feedback Officer.

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.