

THANK YOU...

You can provide your feedback by:

- + Scanning the QR Code and submit an online feedback form
- + Filling out this form and do one of the following:
 - give it to your care worker
 - return it to the locked drop-box in an Open Minds office/facility
 - mail it to 'Open Minds Feedback', PO Box 4013, Eight Mile Plains QLD 4113
 - email it to feedback@openminds.org.au

Other ways to provide feedback are:

- + Contact the Customer Service Team at our Head Office on **1300 673 664** or feedback@openminds.org.au
- + Visit our website at www.openminds.org.au/contact/compliments-complaints.

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.

We aim to respond to complaints within seven 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: <https://ndiscommission.gov.au/participants/participants-make-complaint> 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.

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

1300 673 664

openminds.org.au

feedback@openminds.org.au



Published: FEB 2023

Feedback, Complaints and Participation

We encourage active, inclusive and meaningful participation in feedback and engagement opportunities.



Client, Carer and Family Participation

Open Minds encourages active, inclusive and meaningful participation from clients, carers and families to improve 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 and services)
- + Advisory Committees (offer advice and recommendations)
- + Feedback Forums
- + Surveys

If you would like to be a part of our advisory groups, please contact feedback@openminds.org.au or phone **1300 673 664**.

Surveys

We appreciate your feedback and 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 **1300 673 664** and our Customer Service Team will assist you.

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

We would like to hear about your experience with Open Minds.

Scan to complete your feedback form online:



FEEDBACK FORM

Date: _____

How satisfied are you with your experience at Open Minds?

Please tick one only



EXCELLENT



VERY GOOD



AVERAGE



NOT VERY GOOD



POOR

Which of the following Open Minds services do you use?

- | | |
|---|--|
| <input type="checkbox"/> Clinical care | <input type="checkbox"/> Youth Bloom Transition Services |
| <input type="checkbox"/> Home and house support (NDIS) | <input type="checkbox"/> Community Re-Entry Services Team (CREST) |
| <input type="checkbox"/> Housing and Accommodation Support Initiative (HASI)/ Community Living Supports (CLS) | <input type="checkbox"/> Positive Behaviour Support (NDIS) |
| <input type="checkbox"/> Daily support (NDIS) | <input type="checkbox"/> Support Coordination and Specialist Support Coordination (NDIS) |

Which Open Minds area are you providing feedback about?

- | | | | |
|--|-------------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Bundaberg | <input type="checkbox"/> Capalaba | <input type="checkbox"/> Grafton | <input type="checkbox"/> Indooroopilly |
| <input type="checkbox"/> Ipswich | <input type="checkbox"/> Lismore | <input type="checkbox"/> Logan | <input type="checkbox"/> Morayfield |
| <input type="checkbox"/> Maroochydore | <input type="checkbox"/> Redcliffe | <input type="checkbox"/> Toowoomba | <input type="checkbox"/> Tweed Heads |
| <input type="checkbox"/> Woolloongabba | <input type="checkbox"/> Townsville | <input type="checkbox"/> Other _____ | |

Do you have additional information you would like to share with us?

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

Name: _____

Phone: _____

Email address: _____