

## THANK YOU...

### You can provide your feedback by:

- Scanning the QR Code and submit an online feedback form or online survey
- Filling out this form and do one of the following:
  - give it to an Open Minds representative
  - mail it to 'Open Minds Feedback', PO Box 4013, Eight Mile Plains QLD 4113
- Contact the Customer Service Team on **1300 673 664** or **feedback@openminds.org.au**
- Visit our website at **openminds.org.au/feedback/**

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-statement/](https://openminds.org.au/privacy-statement/)**

### Our Purpose

Enabling an independent and positive future for people living in the community with mental health needs and psychosocial disabilities.

### Our Values

#### Integrity

We are accountable and do what is right

#### Curiosity

We ask questions, are interested and never stop learning

#### Together

We are stronger as a team

#### People Centred

Nothing for you, without you

#### Respect

Each person and their experiences are unique

PART OF **vertaview** group

**openminds**<sup>TM</sup>

Enabling Positive Futures

**1300 673 664**  
**openminds.org.au**



We support all Australians



**openminds**<sup>TM</sup>  
Enabling Positive Futures



## 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 our clients, carers and families to improve our services.

### Why participate?

- Feel empowered
- Build positive self-worth and confidence
- Engage in a 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**.

## 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

### Online feedback form

We appreciate your feedback so that we can continually enhance your experience with us. Our online feedback survey is available to complete at any time and is crucial in shaping our services.

If you are not able to complete this yourself, please contact **1300 673 664** and our Customer Service Team will assist you.

Scan to complete a feedback survey 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                                                                                |
| <input type="checkbox"/>                                                            | <input type="checkbox"/>                                                            | <input type="checkbox"/>                                                            | <input type="checkbox"/>                                                            | <input type="checkbox"/>                                                            |

Which of the following Open Minds services do you use?

- |                                                                                                            |                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Psychosocial disability services (SIL, In Home Support, Community Access Support) | <input type="checkbox"/> headspace (Indooroopilly, Redcliffe, Strathpine)                                                         |
| <input type="checkbox"/> Clinical Care Coordination                                                        | <input type="checkbox"/> Medicare Mental Health Centres (Coffs Harbour, Ipswich, Kingaroy, Lismore, Kempsey, Northern Gold Coast) |
| <input type="checkbox"/> Suicide Prevention and Response                                                   | <input type="checkbox"/> Housing and Accommodation Support Initiative (HASI) and Community Living Supports (CLS)                  |
| <input type="checkbox"/> Youth Bloom Transition Services                                                   |                                                                                                                                   |
| <input type="checkbox"/> Specialist Homeless Services                                                      |                                                                                                                                   |

Which Open Minds area are you providing feedback about?

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: \_\_\_\_\_