



Over 110 years of support

We began supporting the community in 1912 as the Queensland Wattle Day League. In 2003, with a firm focus on mental health, the League changed its name to Open Minds.

For over a century, our dedicated team have worked to meet the needs of the community. We are proud to have supported thousands of people across Queensland and New South Wales to enable an independent and positive future for people living in the community with mental health needs and psychosocial disabilities.

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



1300 673 664
openminds.org.au



We support all Australians



Our Approach to

Safeguarding

For Open Minds Service Users

Our Commitment

At Open Minds, we are dedicated to ensuring our clients are safe, receive the best quality support, and have their human rights respected. Our approach is guided by human rights, clinical and practice governance, practice excellence framework, accreditation and certification, and child safety.



Respecting Human Rights

We support clients' choice and control over their lives, embedding human rights across all our policies, procedures, and work practices. With zero tolerance for violence, abuse, neglect, exploitation, or discrimination (VANED), we focus on prevention, early intervention, and prompt response to concerns.

Clinical and Practice

Governance

Our Clinical Governance Framework ensures clients' needs are met in a supportive and collaborative environment. We monitor trends, conduct in-depth reviews, and use performance reporting to identify and manage risks. Our Clinical Governance Committee provides oversight and reports to the Board.

Practice Excellence

Framework

We provide personalised, evidence-based supports guided by our Practice Excellence Framework. Our multidisciplinary team of Practice Specialists and Researchers collaborates with service teams to continuously improve our practices and embody a strong culture of human rights and quality of care outcomes.

Client Experience

and Accreditation



Enhancing client voice

We value feedback and promote client voice throughout our organisation. Our feedback and complaints systems, advocacy, and supported decision-making models ensure clients can advocate for their service experiences effectively.



Meeting quality standards

As a registered NDIS provider, Open Minds meets the high standards of the National Disability Insurance Scheme Practice Standards and Quality Indicators.



Child safety

We are committed to supporting children and young people in a safe, nurturing environment, guided by our Children and Young People's Safety and Wellbeing Statement.