

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 4013, Eight Mile Plains QLD 4113
- + Complete form, scan and email it to feedback@openminds.org.au
- + Submitting an online form at 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 **1300 673 664** 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 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

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

1300 673 664

openminds.org.au

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 or phone **1300 673 664**.

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 **1300 673 664** and our Peer Support Worker can assist you or email us at 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: _____