



FEEDBACK AND COMPLAINTS

A guide for the Minda community

We want to hear from you

This booklet tells you how to give us feedback or make a complaint



This book is written in an easy-to-read way.

We use pictures to explain some ideas.



This book has been written by Minda.

When you see the word "we", it means Minda.



You can ask for help to read this book.

A friend, family member or support staff might be able to help you.

Your feedback is important



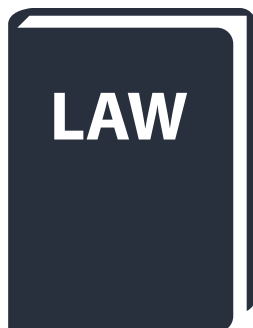
We want to hear what you have to say about Minda.



Telling us what we are good at helps us know when we are doing the right things.



Telling us what we are not good at will help us change things to be better.



We follow Quality and Safeguarding Legislation.

Legislation is another word for laws.

How to make a complaint



You can talk to support staff.



You can ask a staff member for a feedback form to fill out.

You can ask someone to help you fill out the form if you need.

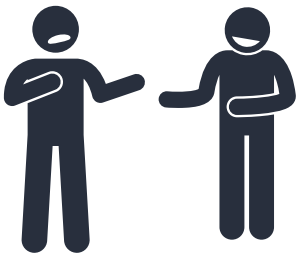


You can fill out the Feedback and Complaint form on our website.

You have the right to:



Make a complaint if you are unhappy.



Be listened to and have someone help you.



Know what is being done to help you.



Be given information you understand.

How we support you:



We will help you make a complaint if you are not happy.



You can also choose someone else you trust to help you if you want.



We will let you choose how you want to make a complaint. This can be:

Talking to support staff

Calling us

Sending an email

Filling out a form



What happens when you make a complaint:



We keep your complaint private on our computer systems.



We only share it with people who can help.

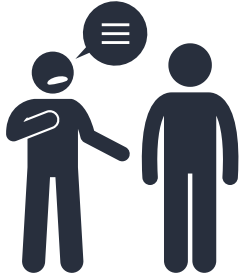


We will let you know we got your complaint.



We will ask you how you would like us to help you.

What happens when you make a complaint:



We will tell you what we will do to help you.

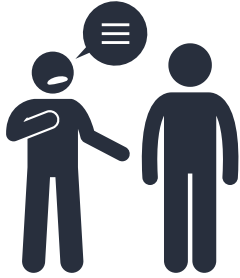


We will try to fix your problem in 20 days at the most.



If we need more time we will let you know.

When we finish helping with your complaint we will:



tell you what we have done
to try to fix your problems

Tell you why we have done
those things.



Ask if you are happy with
how we have tried to help
you.



Tell you what you can do if
you are not happy with what
we have done.

**We we take your rights seriously.
We will always:**



Be fair



Keep things easy



Work quickly



Keep in contact

How to contact Minda



Our phone number is 1800 164 632



Our website is mindainc.com.au



Our email is hello@minda.asn.au

National Relay Service

If you are Deaf, hard of hearing and/or have a speech impairment, contact the national Relay Service www.relayservice.gov.au

Translation to other languages

If you need an interpreter, please call Translating and Interpreting Services (TIS National) on 131 450 and ask them to call Minda on 1800 164 632.

What can you do if Minda does not help you?

You can contact:

The NDIS Quality and Safeguarding Commission

Phone 1800 035 444

Freecall from landlines

Interpreters can be arranged

ndiscommission.gov.au

Health and Community Services Complaints

Commissioner (HCSCC)

Phone 08 8226 8666

Country callers 1800 003 305 (freecall)

hcsc.sa.gov.au

**Department of Child Protection Central Complaints
Unit**

Phone 1800 003 305

childprotection.sa.gov.au

Notes

You can use this page to write down any other important information or questions you need to remember.



We want to hear from you



1800 164 632
mindainc.com.au
hello@minda.asn.au