



WELCOME TO MINDA

A guide for the Minda community

We would like to acknowledge the Kurna people as the custodians of the lands and waters of the Adelaide region, on which we meet today.

We pay respect to elders both past and present.

We acknowledge and respect the Kurna people's cultural, spiritual, physical and emotional connection with their land, waters and community.

This booklet gives you important information about Minda



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.



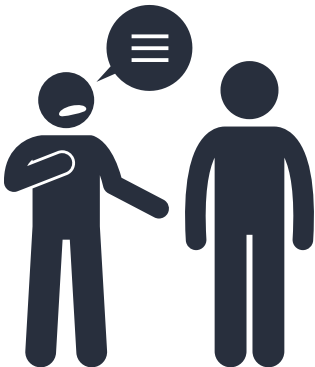
You can ask for help to read this book.

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



Your goals and choices are the most important thing to us.

We will get to know you so we can provide the supports you want and need.



We work hard to make sure you feel safe and happy.

We want you to tell us if you feel unsafe or unhappy.

You will learn more about this in this booklet.

Getting started with Minda:



Before your services can start, you will need to sign a statement of service.

Services are the different ways we can support you.



The statement of service will tell you:

What services you will have.

How much they will cost.

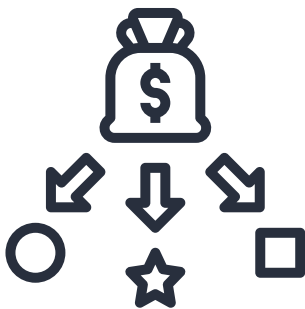


Your services will be paid for from your NDIS Plan when they happen.



You can choose to have a statement from Minda when your Plan pays for things.

A statement is a letter that tells you what payments have been made.



This can help you know how much has been spent, and what is left.



Tell us if you would like statements.

Our promises to you:

We will always:



Treat you with respect.

Be fair.



Keep you safe.



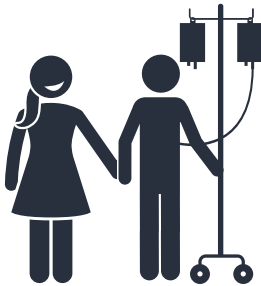
Make sure you understand information from us.

Our promises to you:

We will always:



Let you choose what services you want.



Make sure you have the best staff to help you.



Listen if you have problems and work to fix them quickly.

Your promises to us:

To help us keep our promises,
please:



Tell us about your goals and
what services you want.



Tell us when your goals and
choices change.



Tell us if your address or phone
number change.

Your promises to us:

To help us keep our promises,
please:



Treat our staff with respect.



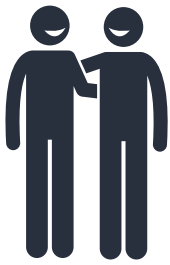
Tell us if you feel unhappy or
have problems, so we can fix
them.



Tell us if you can't come to
appointments.

Having your say

You can choose someone to help you understand how things work at Minda.



This can be a friend or a family member, or anyone else you trust.



If you don't have someone who can help you, you can have an Advocate.

This is a person who will work to help you.

Please tell us if you have someone helping you so we know who to talk to.



Please tell us if you want to find an Advocate.

Your Privacy



Privacy means keeping information about you secret.

We keep information about you private.



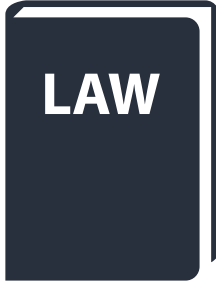
Sometimes it will help you if we share information about you.

This could be telling a doctor what medicine you take if you are sick.



We will always ask you if this is ok first.

Your Privacy



Sometimes the law says we have to share information about you.

We will tell you if this happens.



You can learn more about privacy in the Your Privacy booklet.

You can ask for the Your Privacy booklet.



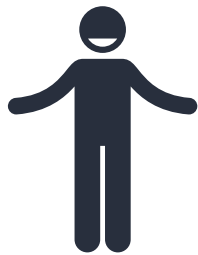
You can read the Your Privacy booklet on our website.

Feedback and Complaints



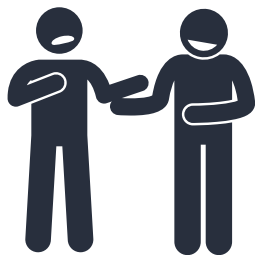
We want to know what you think of Minda.

Feedback can be good or bad.



Knowing what you think will help us to do things better.

It will help us make sure you are happy.



We will always listen to your feedback.

Feedback and Complaints



If you want to give us feedback you can:

Tell support staff

Call 1800 164 632

Visit mindainc.com.au



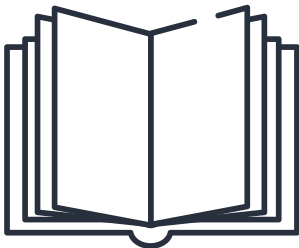
If you are not happy with how we have tried to fix your problem you can:

Talk to your support staff



Call the NDIS Quality and Safeguarding Commission :
1800 035 444

Feedback and Complaints



You can learn more in the Feedback and Complaints booklet.

You can ask for the Feedback and Complaints booklet.



You can read the Feedback and Complaints booklet on our website.

Your Safety



We want you to tell us when you don't feel safe.

Tell us if you:

Fall over.

Someone takes your things.



Staff give you the wrong medication.

Someone makes you unhappy.

You feel unsafe.

You feel sick.



Support staff will help you be safe.

Support staff will help you call your family, or someone else you trust to help you.

Your Safety



We will work with you to make a plan to help you.



You can learn more about safety in the Your Safety is Important booklet.

You can ask for the Your Safety is Important booklet.



You can read the Your Safety is Important booklet on our website.

Your team

You can write down your team's contact details on this page, so you always know where to find them.

Name:

Is my:

Eg. Physiotherapist or mentor

Their phone number is:

Name:

Is my:

Eg. Physiotherapist or mentor

Their phone numbers:

Name:

Is my:

Eg. Physiotherapist or mentor

Their phone number is:

Your team

Name:

Is my:

Eg. Physiotherapist or mentor

Their phone number is:

Name:

Is my:

Eg. Physiotherapist or mentor

Their phone numbers:

Name:

Is my:

Eg. Physiotherapist or mentor

Their phone number is:

How to contact Minda



Our phone number is 1800 163 634



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

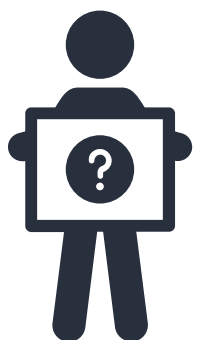
If you need an interpreter, please call Translating and Interpreting Services (TIS National) on 131 450 and ask them to call Minda on 1800 164 632.

Notes

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



Notes





1800 163 635
mindainc.com.au
hello@minda.asn.au