



FEEDBACK & COMPLAINTS



mindainc.com.au/feedback

**WE
WANT TO
HEAR FROM
YOU**



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



This booklet is written in an easy to read way.
We use pictures to explain some ideas.



This booklet has been written by Minda Inc.
When you see the word 'we', it means Minda Inc.



You can ask for help to read this booklet.

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

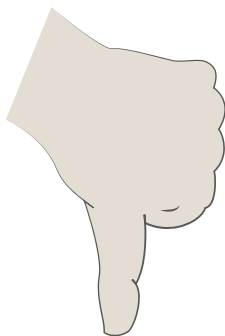


We want to hear what you have to say about Minda.

You can give us good or bad feedback.



Hearing about what we are good at helps us know we are doing the right things.



Hearing about what we are not good at will help us make changes and do things better.



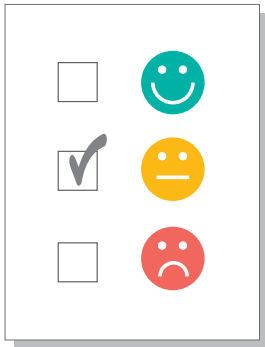
We follow:

- Quality & Safeguarding Legislation

How to make a complaint.



You can talk to Support Staff.



You can ask a staff member for a **Feedback Form** to fill out.

If you need help, someone can support you.



Fill in an electronic **Feedback Form** or ask someone you trust to fill it in for you.

Your Rights.

You have the right to:

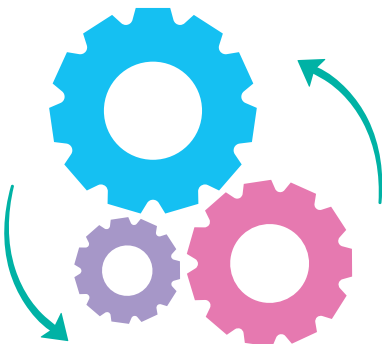


Make a complaint if you are unhappy with Minda.

Have your complaint heard and taken seriously.



Have access to information in a way that you can understand.



Know what is happening with your complaint.

How we can support you.



We support people to speak up when they are not happy.



We will help you speak up in a way that you choose.



You can have people support you when you make a complaint.

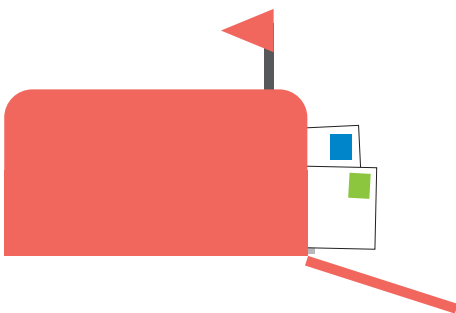
What happens after you make a complaint?



We will record your complaint on a safe computer system.

We will only share your complaint with people who can help.

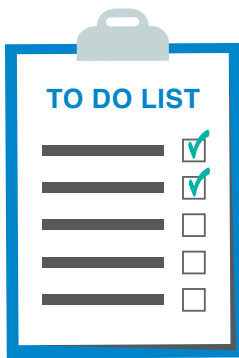
We will contact you and:



Let you know we have received your complaint as soon as we can.



Ask you how we can help with your complaint.



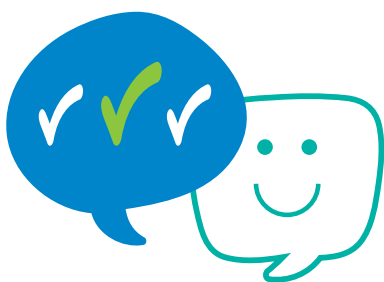
Tell you how we will try and help with your complaint.



We aim to resolve your complaint in 21 days.

If we need more time to help with your complaint we will let you know.

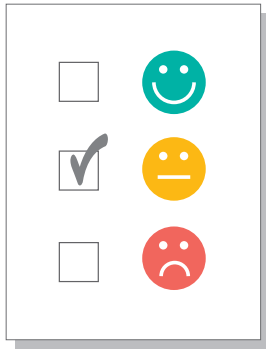
When we finish helping with your complaint we will:



Tell you what we have done to try and fix any problems.



Give you reasons for what we have done.

A white rectangular box with a grey drop shadow. Inside, there are three rows. Each row has a square checkbox on the left and a circular emoji on the right. The top row has an empty checkbox and a green happy face emoji. The middle row has a checked checkbox (with a black checkmark) and a yellow neutral face emoji. The bottom row has an empty checkbox and a red sad face emoji.

Ask you for feedback about how we supported you with your complaint.



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

We take your rights seriously.

We will always try to:

- Be fair
- Keep things easy
- Work quickly
- Keep in contact

EQUAL

RIGHTS

What if you are unhappy with what Minda have done?



You can contact:

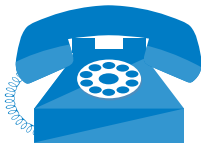
NDIS Quality and Safeguards Commission

Phone 1800 035 544

Free call from landlines

Interpreters can be arranged

ndiscommission.gov.au



Health & Community Services

Complaints Commissioner (HCSCC)

Phone 08 8226 8666

Country callers 1800 232 007 (toll free)

hcsc.sa.gov.au



Department of Child Protection

Central Complaints Unit

Phone 1800 003 305

childprotection.sa.gov.au



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Minda Inc ABN 37 020 000 711

SAGE ABN 40 005 498 775

Minda Housing ABN 49 622 248 908