

CLIENT SATISFACTIN SURVEY – September -2016

1. How did you find out about Mackay Advocacy?

Myself (brochure/ website)	Someone who has used Mackay Advocacy	Legal Service	Community Service	Government Department	Other
2	3	1	4	4	6

2. How long have you been dealing with Mackay Advocacy?

1 Month	6 Months	1 Year	More than 2 years
2	2	10	6

3. Are you confident that Mackay Advocacy treats people with disability and their families with dignity and respect?

Yes	No
19	1

4. Do you believe Mackay Advocacy encourages your right to participate and make choices about what advocacy support you would like?

Absolutely	Generally	Unsure	Not at all
17	3	0	0

5. Do you believe your advocate strives to ensure your basic human and legal rights are acknowledged?

Absolutely	Generally	Unsure	Not at all
19	1	0	0

6. Are your issues being dealt with to your satisfaction?

Yes	No
16	4

1. Very Professionally.
2. I am severely disabled and took this residence unsighted on transfer, incorrect information over phone when living Woodridge 26.10.15. No footpath and I am housebound, no walking exercises. Nina has tried to help by writing to council, who informed me they can't assist.
3. Our issues have been sorted but without Mackay Advocacy Team it would still be a mess!! Thanks Ladies.
4. Mackay Advocacy have fought for over 2 years for my disability pension which has now come to a satisfactory conclusion.
5. Could do with more feedback.
6. Am being treated as an individual person – not just a number. My view is looked at.
7. Court process pending.
8. I could not have coped without your service. I would not have seen my children, got housing or legal representation without you.

9. General information of surrounding issues often lead to better outcomes for all.
10. Absolutely, I have had Tamara and she is the most amazing, caring person & has also helped me with the loss of my darling brother xo
11. Mackay Advocacy have been great but it is taking too long – Centrelink process of DSP.

7. Do you feel you could cope with a similar situation on your own next time?

Yes	No
6	14

If no, why not?

1. Don't have the legal knowledge.
2. I get very stressed when dealing with Government Departments.
3. Not sure.
4. There won't be a next time 😊
5. If I need help I'll ask Support Worker
6. I feel that my sister would still need to have support.
7. Lack of understanding of Legalities.
8. Yes & No as I don't understand a lot of the legal stuff!
9. Forms & system too complicated to understand.

8. Do you believe independent advocacy (ie. Not joined with another organisation) is a most important service for vulnerable people who have a disability?

Yes	No
20	0

9. Do you have family or other supports who could assist with advocacy issues in the future?

Yes	No
5	15

1. Visually Impaired & don't have abilities to comprehend & read documents.
2. No family in this area I could depend on.
3. Don't need no help.
4. We support my sister however having someone outside the family to support my sister in the best way is fantastic.
5. Family away – their lack of legal knowledge, my age.
6. Yes, but I will always know that you are there to help, when it is needed!
7. Depending on what the issue is.

10. Do you feel welcome and included at Mackay Advocacy?

Yes	No
20	0

1. Make you feel part of the family.
2. All the staff are friendly and welcoming.
3. Sometimes – depends on who's there.

4. Keep to myself – more freedom.
5. Always welcomed and supported.
6. Staff always pleasant and understanding. Office Staff as well as Advocates.
7. As soon as you enter the office you just know that your welcomed!
8. Always have time for you.

11. Do you believe Mackay Advocacy ensures privacy and confidentiality of your personal information?

Yes	No
20	0

12. Anything else you would like to tell us about?

1. Yes, previous to me they helped my daughter with the same ongoing problems before she died. Their ongoing knowledge made the process much easier for me.
2. Would appreciate copy of letter Nina sent to Mackay Council which I will forward to Housing Services Woodridge, to confirm no footpaths. Have been approved for transfer back to Brisbane and a visit from someone at Advocacy would be of great assistance. Thank you S.
3. Without the help of mackay Advocacy I feel I would be in jail or some other institution.
4. This is one of the hardest things I've faced so thank you for making me feel not alone.
5. Haven't got anything to talk about.
6. Thank you for all your continuing help.
7. Tamara always strives for the best outcome possible and always offers support in any situations.
8. They have been helpful with general issues – Grandma, Daughter, Granddaughter & Teenage Kids.
9. That all you ladies are just absolutely Amazing!
10. Great bunch of girls.