

MACKAY ADVOCACY INC

CLIENT SATISFACTION SURVEY RESULTS

SEPTEMBER 2018

1. How did you find out about Mackay Advocacy?

Myself (brochure/ Website etc.)	Someone who has used Mackay Advocacy	Legal Service	Community Service	Government Department	Other
3	1	-	5	1	6

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

1 month	6 months	1 year	More than 2 years
4 months	4	4	5

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

4.

YES	NO
16	-

5. 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
14	2	-	-

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

Absolutely	Generally	Unsure	Not at all
15	1		

6. Are your issues being dealt with to your satisfaction? YES 15 NO -

Please comment:

- Further opportunities for me were notified and access facilitated above what I was seeking. The receptionist Pauline in particular identified my greater needs and assisted me in having those met. Tamara relieved my anxieties by being: knowledgeable, efficient, mindful, considerate and nonjudgmental.
- They do their very best.
- Excellent service very approachable & friendly office to visit.
- Without the assistance of Mackay Advocacy my wife would not be receiving the assistance she was entitled to.

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

YES 3 NO 10 Please comment:

- Tamara showed me how to navigate the situation. In the future and provided appropriate information.
- Not sure
- Had tried and failed

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

YES 15 NO -

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

YES 3 NO 12 Please comment:

- Had tried and failed

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

YES 15 NO - Please comment:

- I was empowered to make decisions and therefore able to maintain a sense of control. Staff were friendly and polite and sought to fully understand my circumstances.
- Nina and all the girls have gone above and beyond to help us.
- Lovely, friendly, helpful service to use.
- They do house calls when at Moranbah

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

YES 15 NO -

12. Have you had any issues/problems with an NDIS application or review?

YES 5 NO 5

- A previous unsatisfactory experience had occurred; however, I believe the issue was a minor communications issue. A learning outcome could be that sometimes clients may be under extreme stress requiring a follow up strategy to be applied.
- None at all
- Having trouble getting a bathroom and it took from February to now, to happen, very stressful time.
- Not at this stage. Had our meeting this week will have to wait & see.
- Yes, not enough funding to support your children's needs
- Yes, unsuitable – was approved were not enough funds for needs still not received required table still have not received the new plan
- Yes, and Mackay Advocacy resolved the issues for me. Our application had originally been rejected until Mackay Advocacy became involved – Thank you.
- Yes, knocked me back for disability pension