

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
1	2	1	3	1	1

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

1 Month	6 Months	1 Year	More than 2 years
			8

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

8 Yes No

4. Do you believe Mackay Advocacy encourages the rights of a client to participate and make choices about what advocacy support they would like?

7 Absolutely 1 Generally Unsure Not at all

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

8 Absolutely Generally Unsure Not at all

6. Are the issues or organisation referred to us being dealt with to your satisfaction?

7 Yes No

7. Would your organisation cope with a similar situation on your own next time?

4 Yes 3 No

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?

8 Yes No

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

8 Yes No

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

- A very much needed service! Thanks, and keep up the great work.
- Great Team/Very supportive/Outreach is essential (more would be better)
- As a Service Provider, I am confident that the consumer will be supported to make informed choices about their lives & maintain as much independence & autonomy as possible