

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	4		3		2

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

1 Month	6 Months	1 Year	More than 2 years
		3	9

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

12 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?

9 1 Absolutely 1 Generally 1 Unsure Not at all

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

12 Absolutely Generally Unsure Not at all

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

12 Yes 2 No

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

2 Yes 8 No + 1 Maybe

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?

11 + (1 Absolutely) Yes No

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

12 Yes No

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

- *I would like to just thank you all for the amazing work you do! Without this independent Service our participants would not get the help they need - Thankyou 😊*
- *The whole advocacy team is knowledgeable & focus is on the PWD! Well done for all of your hard work.*
- *Thank you for your help.*
- *A vital service for our communities.*
- *Potential in the future to explore a referral form for complex consumers referrals to advocacy.*