

CLIENT SATISFACTION SURVEY RESULTS

SEPTEMBER 2019

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
2	2		2		2

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

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

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

YES	NO
8	

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
8			

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

Absolutely	Generally	Unsure	Not at all
8			

6. Are your issues being dealt with to your satisfaction? YES 7 NO

Please comment:

- *Running smoothly now, thanks*
- *Nina is doing the best of her ability to help me*

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

YES NO 7 Please comment: *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?

YES 8 NO

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

YES 4 NO 3 Please comment:

- *If they were in a position, where they need Advocacy.*
- *I live alone and have no friends or family and I get upset when I can't get things done.*

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

YES 6 NO 1 Please comment:

- *Thank you for your time and effort.*
- *The ladies there need an over hall on the whole office spaces eg: new carpet, plants, nice pictures.*
- *The girls are friendly, helpful and make you feel comfortable and strive to get the job done right.*
- *All the girls are very friendly and welcoming.*

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

YES 7 NO

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

YES 4 NO 3

- *I keep getting reject, hopefully they can see I need help as my health isn't getting better as I have to do things on my own and my pain is getting worse.*
- *Trying to get my review sorted.*