



# Queensland Advocacy Incorporated

Systems and Legal Advocacy for vulnerable people with Disability

We appreciate your feedback about QAI's services, to help us to make improvements in the way we provide our services.

This survey is confidential and your name is not required. **It will only take 5 minutes.**

We may share statistics gathered in QAI's annual report or other material, but only in an anonymous, de-identified way. Your comments will only be shared outside of QAI if you give us express permission to do so.

This survey can also be completed by calling (07) 3844 4200 and providing us with verbal feedback.

If you have any questions about this survey, would like to become a member of QAI, or know more about our organisation, please contact us on (07) 3844 4200, email qai@qai.org.au or see our website on qai.org.au.

## 1. Your name - OPTIONAL - if you would like to give identifiable feedback

## 2. Which service did you receive assistance from? (If you received assistance from more than one service, please complete a different survey for each one)

- Human Rights Legal Service
- Mental Health Legal Service
- Justice Support Program
- NDIS Appeal Support & Advocacy
- Systems advocacy
- Don't know

**3. How did we help you (tick as many as appropriate)?**

- I was referred to another organisation
- I received general information (including website information, factsheets etc)
- I received personalised legal advice or non-legal advice
- I was represented at a hearing
- I was supported in speaking to various parties and negotiating the system
- I was not helped
- I received other help (please describe below)

**4. Please answer the following**

	Yes	Maybe	No	N/A
I got the help I wanted from QAI (even if it was not the outcome I was hoping for)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
QAI staff were professional and respectful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
QAI helped me to understand my legal problem and my options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
QAI met my specific cultural or personal needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend QAI to other people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Would you like to tell us why? (For example, if you did not get the help you wanted, what help did you want?)

**5. Any other comments, suggestions or feedback?**

**\* 6. Do you consent to QAI using your answers from questions 4 or 5 for promotional purposes, for example, on their website or annual report?**

- Yes AND you can use my name
- Yes BUT do NOT use my name
- No

**Thank you for your time to provide us with valuable feedback.  
If you require assistance from QAI, please contact us on (07) 3844 4200.**

Done

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