We appreciate your feedback about IAT’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

This survey can be completed:

* By completing this form and posting it to IAT, PO Box 3067, Hermit Park, QLD 4812
* Faxing to (07) 4725-6106
* Emailing to [reception@iat.org.au](mailto:reception@iat.org.au) or
* By calling (07) 4725-2505 and providing us with verbal feedback

If you would like to become a member of IAT or know more about our organisation, please see our website on [www.independentadvocacy.org.au](http://www.independentadvocacy.org.au) or contact us on (07) 4725 2505.

1. Today’s date is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Which staff member did you receive assistance from? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. How did we help you?

* Referred to another organisation
* Received advice/information
* Represented at a hearing
* Supported to speak to other parties and negotiate the system
* I was not helped
* I received other help – Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. Did you get the assistance you wanted?

* YES
* NO – If no, please explain the assistance you wanted:

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1. On a scale of 1 to 5, with 5 being the highest, how satisfied were you with IAT’s service?

1 2 3 4 5

1. Any comments you would like to make about the service? (E.g. what did you like most about the service? What did you like least about the service? Do you have any suggestions on how we can improve?

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