

**ADVOCACY SOUTH WEST (INC)**  
**QUESTIONNAIRE FOR PROGRAMME PARTICIPANTS**

Dear Participant/Parent/Advocate

We think it is important to find out what you think about our service and any ideas you have for improving it and we would be very grateful if you could answer the questions below.

**There is no need to sign your name - your answers will be confidential.**

Many thanks for your help.

**The Board of Management and Staff of Advocacy South West (Inc)**

February 2004

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**1. Are you? (please tick one box):**

- The participant       The parent of participant       Advocate

**2. How often do you access services from Advocacy South West (Inc)?**

- More than once per week       Less than once per fortnight  
 Weekly or fortnightly       Only occasionally

**3. What do you access the service for?**

- Network Group       Advocacy  
 Internet/IT       Referral  
 Information

**4. How satisfied are you with the service/s provided? (Please tick one box.)**

- Very satisfied       Unsatisfied  
 Mostly satisfied       Very unsatisfied

Can you give us reason/s for your choice?

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.....  
.....  
.....

**5. How satisfied are you with the staff? (Please tick one box.)**

- |   |   |
|---|---|
| <input type="checkbox"/> Very satisfied   | <input type="checkbox"/> Unsatisfied      |
| <input type="checkbox"/> Mostly satisfied | <input type="checkbox"/> Very unsatisfied |

Can you give us reason/s for your choice?

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**6. How useful have you found the information provided by the service?**

- |  |  |
|--|--|
| <input type="checkbox"/> Very useful   | <input type="checkbox"/> Some use          |
| <input type="checkbox"/> Mostly useful | <input type="checkbox"/> Not useful at all |

How could the information be made more useful?.....

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**8. In what ways do you feel the service can be improved?**

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On behalf of the Management, we would like to thank you once again for your participation in this questionnaire.

Please send this questionnaire to:  
Advocacy South West (Inc)  
PO Box 295  
Bunbury WA 6231

*(A self-stamped and addressed envelope is enclosed for your convenience)*