



Consumer Satisfaction Survey Questions (HACC/APP)

1. How did you find out about ARAS Advocacy?

2. Overall were you satisfied with the way ARAS assisted you?

Yes ☐ No ☐

3. Were you given relevant information about services that could assist you?

Yes ☐ No ☐

4. Did ARAS assist you to resolve your concern/complaint?

Yes ☐ No ☐

5. Did ARAS assist you to learn more about your rights and responsibilities?

Yes ☐ No ☐

6. Did the Advocate understand your needs and act according to your wishes?

Yes ☐ No ☐

7. Were you provided with information about ARAS Privacy Policy and Complaints Process?

Yes ☐ No ☐

8. Would you use ARAS again or recommend it to others?

Yes ☐ No ☐

9. What are the helpful things that ARAS advocacy has done for you?

10. What else could ARAS Advocacy do to support you?

Thank you for taking the time to answer these questions.

Date: _____

Contact details:

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