



**Community
Legal Centres
Queensland**

Client Surveys

Leadership Forum October 2017

Client Survey Requirement

Queensland Community Legal Centres are required to undertake client surveys under their service agreements with the Queensland Government: clause 5.4 states:

“You must complete a Client Survey, in the form developed through a co-design process with the Queensland legal assistance sector and the Commonwealth Government”.

Proposal

- Queensland CLC sector conduct a coordinated client survey process that involves:
 - Single client survey
 - Centralised collection and analysis of data through Survey Monkey
 - Coordinated implementation timing
 - Aggregated sector report to funding body to satisfy NPA requirements
- Diversity and tailoring of data collection methods as selected by individual CLCs
- Confidential individual CLC reports about your client survey results
- CLCQ implementation support, coordination and governance

Sector Proposal – Single Survey Instrument

- Centralised client survey instrument developed as part of the CLCQ Evaluation toolkit which was tested with 3 Qld pilot CLCs
- Survey includes compulsory “Colmar Brunton” 5 questions and 5 additional questions which track to the Theory of Changes for Queensland CLC sector.
- Collection methodology and support could allow for tailoring language of questions for different client groups.

Client Survey

Client Demographic Information

1. What is your gender?			2. What is your age group?				
M	F	Other	<18	18-34	35-49	50-64	65 >
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Do you identify as Aboriginal or Torres Strait Islander?

- ☐ No
- ☐ Yes

4. Do you currently have a diagnosed intellectual or physical disability?

- ☐ No, neither
- ☐ Yes, intellectual
- ☐ Yes, physical
- ☐ Yes, both

5. Can you estimate your current weekly income (from all sources)?

- ☐ Less than \$500
- ☐ Between \$500 - \$1000
- ☐ More than \$1000

6. Can you tell us which of the following services you have received from the legal centre? (select all that apply)

- ☐ Access to informational materials (flyers/websites, etc.)
- ☐ Personalised advice from legal centre staff
- ☐ Written and/or in person representation by legal centre staff
- ☐ Referral to other legal and/or non-legal services



Client Survey – Colmar Brunton 5

Q1	It was easy to access the legal centre when I first needed help.					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2	The legal centre staff listened to my legal problem in a friendly and respectful manner					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3	The legal centre staff helped me understand how to deal with my legal problem and provided me with options					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q4	The information and resources I received from the legal centre staff were very useful					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5	I am very likely to access the other service(s) that I was referred to by the legal centre					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Client Survey – TOC questions

Q6	I feel confident in the ability of the CLC staff to assist me					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7	I am satisfied with the resolution of the matter I received assistance for					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q8	I know where to get help if I have another legal problem in the future.					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9	The legal centre was able to meet my specific cultural or personal needs					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q10	I would recommend this legal centre to other people.					
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any Other Comments regarding the service you accessed						



Sector Proposal – Data Collection and Analysis

- Survey responses entered into Survey Monkey tool
- Survey Monkey tool supported and coordinated by CLCQ
- Confidential reports provided to individual CLCs about your results which can be benchmarked against whole of sector
- CLCQ governance structure about ensuring robustness of survey sample for individual CLC and across the sector

Sector Proposal - Timing

- That the client survey be conducted at the same time across the CLC sector

eg. February, so that information can inform CLC planning and reporting processes

- CLCQ support available to coordinate timing and assist with preparing CLCs to undertake the survey period

Sector Proposal - Reporting

- CLCQ provide aggregated anonymised data to the funding body as evidence of NPA compliance
- Individual confidential reports provided to each CLC about their client survey
- Opportunity to develop sector benchmark data that can be tracked over subsequent survey periods

Data collection methodology options

- Individual CLCs collect all survey data and input into Survey Monkey;
OR
- CLCQ provide administrative assistance to enter data into Survey Monkey if collected in hard copy form; OR
- CLCQ can telephone survey CLC clients and input data into Survey Monkey
- The pilot of the survey indicated that telephone surveying provided richness of feedback

Sector Proposal – CLCQ coordination and support

- Provide individual confidential CLC report on their client feedback
- Provide an anonymised aggregated report to government to satisfy NPA requirements
- Provide support to CLCs to administer the survey subject to the CLC's collection methodology choice
- Develop practical resources that CLCs can use as part of the implementation and review phases

Sector Proposal – CLCQ coordination Governance

- Steering Group for process to oversee the process including:
 - PII rep or their delegate
 - CLCQ rep
 - DJAG rep
 - External evaluation expert
 - Academic rep
 - CLC rep
- Agenda of the steering group:
 - Assist with managing risk to ensure client confidentiality in the process
 - Provide direction about sample sizes
 - Inform CLCQ support activities in coordinating the survey

Benefits of sector approach

- Development of sector-wide benchmark data that could be tracked with successive client surveys and outcomes could be tracked as a sector against the Theory of Change
- CLCQ could provide workload support to CLCs in administering the survey and analysing the data
- Reports to individual CLCs would allow for confidential feedback about sector benchmarks
- Possible bias criticisms might be overcome if the CLCs was not directly asking their clients for feedback
- Opportunity to tell positive stories about the impact of the work of the sector



**Community
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Thank you.

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