

Client survey project

Benchmarking report

Background

In 2017-18, organisations funded under the National Partnership Agreement on Legal Assistance Services 2015-2020 (**NPA**) are required to facilitate a survey to assess whether services are tailored to meet clients' legal needs and capability levels.

This report shows the data for the client survey results for all participating organisations. A list of participating organisations is **Annexure A** to this report. This list comprises NPA-funded organisations in Queensland and two organisations not funded under the NPA, which chose to participate in the survey.

Leaving aside responses that answered 'not applicable', headline feedback from clients includes:

- **95%** of clients say they would recommend the legal centre to other people;
- **96%** of clients say staff listened to their legal problem in a friendly and respectful manner;
- **94%** of clients say staff helped them understand how to deal with their legal problem and provided them with options;
- **94%** of clients say they know where to get help if they have another legal problem in the future.

Community Legal Centres Queensland (**CLCQ**) has prepared this report as part of the co-ordinated client survey process for which CLCQ has been engaged by the Department of Justice and the Attorney-General (**DJAG**). CLCQ is required to provide this report to provide benchmarks and context, so that community organisations can see how they are tracking, and to assist community organisations to provide a report to DJAG.

Methodology and survey sample

A copy of the survey is [available here](#). Some of these questions are drawn from national survey questions provided by the Commonwealth Attorney-General's Department (**AGD**), and some were developed with DJAG and other stakeholders to contribute to the sector evaluation framework developed over the past few years (more information at www.communitylegalqld.org.au). Our aspirational target, based on advice CLCQ received about good practice in market research, was to survey 25% of clients in a month. In the survey month (1-31 May 2018), we received 1,757 responses, and according to CLASS data 5,436 clients received services in the same period, so we reached **32.3%** of clients. Centres might like to comment on the number of clients that completed the survey.

Demographic details

The table below shows the demographics of all clients that completed the survey, compared to clients provided with services in May 2018:¹

		Numbers		Percentages	
		Survey	CLASS	Survey	CLASS
Gender	Male	710	2024	41%	37%
	Female	996	3311	58%	61%
	Other/unknown	7	101	0%	2%
Age group	< 18 years	42	136	2%	3%
	18-24	443	371	26%	6%
	25-34		1039		20%
	35-49 years	620	2032	36%	42%
	50-64 years	377	1029	22%	23%
	65 > years	231	638	13%	7%
Aboriginal and/or Torres Strait Islander	Yes	127	362	7%	7%
	No	1583	5074	93%	93%
Disability	No, neither	1409	4397	82%	81%
	Yes, intellectual	74	1039	4%	19%
	Yes, physical	177		10%	
	Yes, both	48		3%	
Estimated income	Less than \$500 per week	955	2557	56%	66%
	Between \$500 - \$1000 per week	598	1099	35%	28%
	More than \$1000 per week	144	209	8%	5%

Generally, demographics are similar across both samples (eg 82% of survey respondents reported having a disability compared to 81% of clients in CLASS; both the survey and CLASS statistics show 7% clients identify as Aboriginal and/or Torres Strait Islander). However, there are some discrepancies:

- CLASS allows us to record 'unknown' gender, and that option wasn't available to survey respondents (although 'other' was an option);
- Survey respondents reported higher income than clients recorded on CLASS (most survey respondents received advice services – see below; CLASS data may show a higher proportion of financially-disadvantaged clients receiving representation services).

Participating organisations can use this [excel template](#) to undertake a similar comparison between CLASS and the survey.

¹ Based on a statewide **C01. Clients by Priority Group (all)** report from CLASS, printed on 19 June 2018.

The table above shows results for May, but there are some minor variations from month to month, so the table below (with client demographics for March, April and May 2018) may provide some further context:

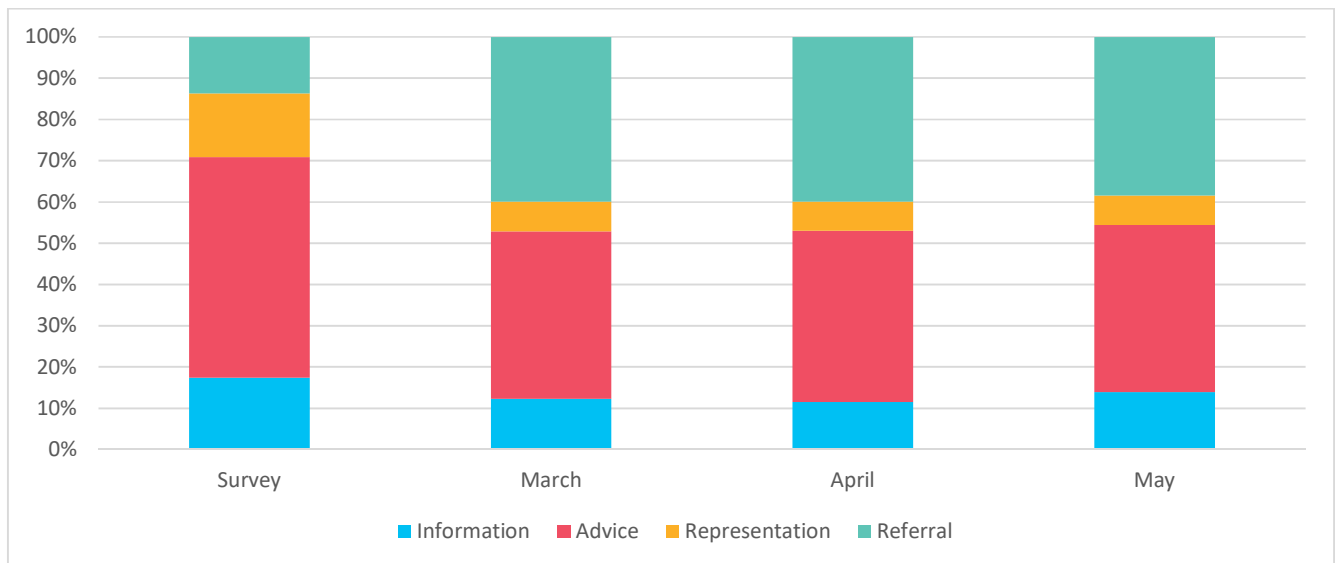
		Survey	CLASS		
			March	April	May
Gender	Male	41%	37%	37%	37%
	Female	58%	61%	62%	61%
	Other/unknown	0%	1%	2%	2%
Age group	< 18 years	2%	2%	2%	3%
	18-24	26%	6%	6%	7%
	25-34		21%	22%	20%
	35-49 years	36%	38%	36%	39%
	50-64 years	22%	21%	21%	20%
	65 > years	13%	12%	12%	12%
Aboriginal and/or Torres Strait Islander	Yes	7%	7%	7%	7%
	No	93%	93%	93%	93%
Disability	No, neither	82%	81%	81%	81%
	Yes, intellectual	4%	19%	19%	19%
	Yes, physical	10%			
	Yes, both	3%			
Estimated income	Less than \$500 per week	56%	68%	67%	66%
	Between \$500 - \$1000 per week	35%	27%	27%	28%
	More than \$1000 per week	8%	5%	6%	5%

Services

We asked clients “which of the following services [they] received”, and asked them to select all that applied. We didn’t use technical definitions from the *Data Standards Manual*, so have had to map the questions against the formal definitions, as follows:

Survey question	CLASS service type
Access to informational materials (flyers, websites etc)	Information
Personalised advice from legal centre staff	Legal advice, non-legal support, legal task, FRP
Written and/or in person representation by legal centre staff	Duty lawyer, total rep services (closed during period)
Referral to other legal and/or non-legal services	Referral

The graph below shows the proportion of service types delivered for each of these areas, based on self-reported descriptions by survey respondents, and CLASS reports for March, April and May 2018:



This graph shows pretty consistent distribution of service types from CLASS, which vary from the survey data, with many more advices reported, and fewer referrals. This could reflect a few different things:

- **Methodological issues:** Many organisations collected most survey responses face-to-face immediately after advice sessions, often using paper surveys.
- **Definitional issues:** Clients might not differentiate between 'information' and 'advice' as defined by CLASS and the *Data Standards Manual*.
- **Capture issues:** It is more difficult to capture feedback from clients that receive brief information or referral services.
- **Experiential issues:** Clients might be more likely to remember the advice than ancillary assistance. Survey respondents reported an average of 1.45 services received, where CLASS shows an average of 2.6-2.7 services received by each client (using a mean calculation).

Participating organisations can use this [excel template](#) to undertake a similar analysis.

Client satisfaction

Question 7 of the survey sought qualitative data from clients about aspects of their experience.

Total responses

The following responses were received (and will be reported to DJAG in aggregate):

Question	Response Options Breakdown	
Q1: It was easy to contact the legal service when I first needed help.	Strongly agree	59%
	Agree	31%
	Neutral	4%
	Disagree	1%
	Strongly disagree	2%
Q2: The legal centre staff listened to my legal problem in a friendly and respectful manner,	Strongly agree	74%
	Agree	19%
	Neutral	2%
	Disagree	0%
	Strongly disagree	2%
Q3: The service provider helped me understand how to deal with my legal problem and provided me with options.	Strongly agree	68%
	Agree	23%
	Neutral	3%
	Disagree	1%
	Strongly disagree	2%
Q4: The information and resources I received from the legal centre staff were very useful.	Strongly agree	67%
	Agree	24%
	Neutral	4%
	Disagree	1%
	Strongly disagree	2%
Q5: I am very likely to access the other service(s) that I was referred to by the legal centre.	Strongly agree	48%
	Agree	21%
	Neutral	6%
	Disagree	1%
	Strongly disagree	2%
Q6: I feel confident in the ability of the legal centre staff to assist me.	Strongly agree	69%
	Agree	24%
	Neutral	3%
	Disagree	1%
	Strongly disagree	2%
Q7: I am satisfied with the resolution of the matter I received assistance for.	Strongly agree	56%
	Agree	22%
	Neutral	6%
	Disagree	2%
	Strongly disagree	2%
Q8: I know where to get help if I have another legal problem in the future.	Strongly agree	67%
	Agree	24%
	Neutral	3%
	Disagree	1%
	Strongly disagree	2%
Q9: The legal centre was able to meet my specific cultural or personal needs.	Strongly agree	58%
	Agree	21%
	Neutral	5%
	Disagree	1%
	Strongly disagree	2%
Q10: I would recommend this legal service to other people	Strongly agree	71%
	Agree	19%
	Neutral	2%
	Disagree	1%
	Strongly disagree	2%

Analysis and additional information

In your report, you might like to reflect on the proportion of responses you received that were 'strongly agree' or 'agree', and how these compare to statewide totals.

Average responses

Answers to the questions were provided on a scale from 'strongly disagree' to 'strongly agree'. We assigned a value to each possible answer:

Strongly disagree = 0 Disagree = 1 Neutral = 2 Agree = 3 Strongly agree = 4

Using this scale, we can ascertain an average 'score' for each question. Averages for each question are set out below:

- It was easy to access the legal centre when I first needed help: **3.43**
- The legal centre staff listened to my legal problem in a friendly and respectful manner: **3.69**
- The legal centre staff helped me understand how to deal with my legal problem and provided me with options: **3.59**
- The information and resources I received from the legal centre staff were very useful: **3.54**
- I am very likely to access the other service(s) that I was referred to by the legal centre: **3.40**
- I feel confident in the ability of the legal centre staff to assist me: **3.58**
- I am satisfied with the resolution of the matter I received assistance for: **3.41**
- I know where to get help if I have another legal problem in the future: **3.54**
- The legal centre was able to meet my specific cultural or personal needs: **3.51**
- I would recommend this legal centre to other people: **3.63**

These averages are also presented as a bar graph below:



It is pleasing that the averages, for all questions, are in the range 3.40-3.69 out of a possible 4.

Your organisation's benchmarked results

We have provided one-page reports to participating organisations, showing their average for each client satisfaction question, relative to the whole-of-system averages set out above, presented as a table and as a bar graph.

Community Legal Centres Queensland will not be providing these individual organisation averages to the Queensland Government, but this information might be used by individual centres as part of their analysis and review.

Next steps

Organisations funded under the NPA are required to submit a client survey report to the state program manager (Kate Volk, Legal Aid Queensland) by 31 July 2018. A template client survey report is [available here](#); this document is intended to assist organisations to complete their client survey report.

Organisations not funded under the NPA are not required to submit a report.

Organisations may use this report for other purposes.

Just part of the picture

The client survey is just one way to capture information about the impact your services have for clients. Our evaluation toolkit (www.communitylegalimpact.org) provides tools to help analyse [CLASS data](#) and capture [client stories](#). Once you've gathered this data, you can [report on your impact](#), or review your services. The following list of questions might start an internal service improvement discussion.

Appropriateness of service delivery

- Who accessed the service?
- Are the clients who accessed the service our intended client base for this service?
- Are there any trends about the types of clients accessing the service?
- Are there any client groups missing that we would expect to see accessing the service?
- What level of service was provided to the clients?
- Is there an underservicing of clients?
- Are there any trends about problem types?
- Are there problem types that are not represented but should be given the target group?
- Are clients being referred to appropriate agencies?
- Are there other agencies that should be referred to, but are not?
- Are the services meeting the client's needs/expectations?
- Do others in the community make referrals to the service?

Effectiveness in making an impact for clients

- Is the service meeting the client's legal need?
- Is there a clear link between the service provided and client outcome?

Annexure A – participating organisations

Aboriginal and Torres Strait Islander Women's Legal Services Inc
Aged and Disability Advocacy Australia
Basic Rights Queensland Inc
Bayside Legal Service Inc
Brisbane North Community Legal Service
Cairns Community Legal Centre Inc
Care Goondiwindi Association Inc
Carers Queensland Ltd
Caxton Legal Centre Inc
Centacare Catholic Family Services
Central Queensland Community Legal Centre Inc
DVConnect Ltd
Environmental Defenders Office Inc
Environmental Defenders Office of Northern Queensland
Gold Coast Community Legal Centre and Advice Bureau Inc
Gladstone Regional Council (Gladstone Community Legal Program)
LawRight
Lesbian Gay Bisexual Trans Intersex Legal Service Inc
Mackay Regional Community Legal Centre Inc
Moreton Bay Regional Community Legal Service Inc
North Queensland Women's Legal Service Inc
Pine Rivers Community Legal Service
Prisoners Legal Service Inc
Queensland Advocacy Inc
Queensland Indigenous Family Violence Legal Service
Refugee and Immigration Legal Service Inc
Robina Community Legal Centre Inc
South West Brisbane Community Legal Centre Inc
Suncoast Community Legal Service Inc
Taylor Street Community Legal Service
Tenants Queensland Inc
TASC National Ltd
Townsville Community Legal Service Inc
Western Queensland Justice Network
Women's Legal Service Inc
YFS Legal
Youth Advocacy Centre Inc