TEMPLATE REPORT TO DJAG:

CLIENT SURVEY RESULTS FOR [CLC]

# Executive summary

* Number of surveys/percentage of clients surveyed
* Key results
* Reflections on service changes

*Example*: *"The high client satisfaction result recorded for ease of access to our centre reflects strategic decisions made to increase our outreach to clients in Outreach Locations."*

*Example: "The lower client satisfaction result recorded for ease of access to our centre confirms our need for increased staffing of our telephone line".*

# Background

[Organisation] is [description of organisation, services provided].

*Example: "ABC provides a comprehensive range of legal information, advice, duty lawyer and representation services in family, civil and criminal law. ABC provides these services in Location and a range of outreach locations at Other Locations. Services are provided using a range of methods and technologies including telephone and in-person appointments, email and internet, attendance at court and home visits".*

[Organisation] undertook a client survey pursuant to the requirements of the National Partnership Agreement on Legal Assistance Services 2015-2020 and the Queensland Department of Justice and the Attorney-General.

# Methodology and survey sample

## Survey questions

A copy of the survey is available at <http://www.communitylegalimpact.org/gathering-data-clients-survey.html>.

## Survey period

The survey period was 1-31 May 2018.

## Distribution of surveys

[Organisation] distributed surveys by:

* Telephone. X (number of) clients were contacted by phone and requested to complete the survey over the phone.
* Email. X (number of) clients were contacted by email and provided a link to complete the survey online.
* Mail. X (number of) clients were contacted by mail and provided a link to enter online to complete the survey and/or a hard-copy of the survey to complete and return.
* In-person contact. X (number of) clients who obtained face-to-face services were asked to complete a hard-copy/online survey at that time.

*Note: consider annexing a table if you have a lot of information to complete here.*

## Number of completed surveys

[Organisation] had X completed surveys returned during the survey period.

*Note: If you have details of the number of surveys offered in-person or sent by mail or email, or the number of attempts to contact clients for phone surveys, consider recording this here.*

This represents X% of [Organisation's] clients for May 2018.

*Note: If your client totals for May 2018 are not representative of an average month, consider providing other details instead or as well – for example, the last three months (March, April, May 2018).*

*Note: Obtain your client numbers from CLASS reports. If you have a low number of completed surveys (as a percentage of clients), consider providing any relevant context, including in relation to:*

* + *Service constraints during the survey period, eg "[Organisation] encountered some significant challenges during the survey period, including unplanned leave for three out of four of our staff and a major flooding event which closed our office for 10 days. We aimed to complete (number and/or percentage of clients) surveys but were unable to do so.*
  + *Challenges specific to your clients:, eg "As 75% of [Organisation]'s clients are homeless and 30% have hearing disabilities, we experienced significant difficulties in distributing survey as we were mostly unsuccessful in doing so by phone, email and mail."*

# Demographic details

* Provide statistics per Survey Monkey results
* Express statistics as percentage of your CLASS data statistics for May 2018

*Note: If your client statistics for May 2018 are not representative of an average month, consider providing other details instead or as well – for example, the last three months (March, April, May 2018).*

*Note: see CLCQ's Client Survey Project Benchmarking Report – under the heading "Demographic details". You might like to complete a similar exercise, using the data from questions 1-5 in your survey responses, a C01 report from CLASS and* [*this excel worksheet*](http://communitylegalqld.org.au/sites/default/files/downloads/pages/template-class_v_survey_demographics.xlsx)*. If there are significant discrepancies between these two groups, you might consider an explanation based on your expectations and experience.*

# Services

* Provide statistics per Survey Monkey results
* Express statistics as percentage of your CLASS data statistics for May 2018

*Note: If your client statistics for May 2018 are not representative of an average month, consider providing other details instead or as well – for example, the last three months (March, April, May 2018).*

*Note: see CLCQ's Client Survey Project Benchmarking Report – under the heading "Services". You might like to show a similar distribution, based on your own organisation's statistics, and explain any discrepancies.* [*This excel worksheet*](http://communitylegalqld.org.au/sites/default/files/downloads/pages/template-service_types.xlsx) *might help.*

# Client satisfaction

* Provide your results in the form of a table like this one.

|  |  |  |
| --- | --- | --- |
| Question | Response Options Breakdown |  |
| Q1: It was easy to contact the legal service when I first needed help. | **Strongly agree** |  |
| **Agree** |  |
| Neutral |  |
| Disagree |  |
| Strongly disagree |  |
| Q2: The legal centre staff listened to my legal problem in a friendly and respectful manner, | **Strongly agree** |  |
| **Agree** |  |
| Neutral |  |
| Disagree |  |
| Strongly disagree |  |
| Q3: The service provider helped me understand how to deal with my legal problem and provided me with options. | **Strongly agree** |  |
| **Agree** |  |
| Neutral |  |
| Disagree |  |
| Strongly disagree |  |
| Q4: The information and resources I received from the legal centre staff were very useful. | **Strongly agree** |  |
| **Agree** |  |
| Neutral |  |
| Disagree |  |
| Strongly disagree |  |
| Q5: I am very likely to access the other service(s) that I was referred to by the legal centre. | **Strongly agree** |  |
| **Agree** |  |
| Neutral |  |
| Disagree |  |
| Strongly disagree |  |
| Q6: I feel confident in the ability of the legal centre staff to assist me. | **Strongly agree** |  |
| **Agree** |  |
| Neutral |  |
| Disagree |  |
| Strongly disagree |  |
| Q7: I am satisfied with the resolution of the matter I received assistance for. | **Strongly agree** |  |
| **Agree** |  |
| Neutral |  |
| Disagree |  |
| Strongly disagree |  |
| Q8: I know where to get help if I have another legal problem in the future. | **Strongly agree** |  |
| **Agree** |  |
| Neutral |  |
| Disagree |  |
| Strongly disagree |  |
| Q9: The legal centre was able to meet my specific cultural or personal needs. | **Strongly agree** |  |
| **Agree** |  |
| Neutral |  |
| Disagree |  |
| Strongly disagree |  |
| Q10: I would recommend this legal service to other people | **Strongly agree** |  |
| **Agree** |  |
| Neutral |  |
| Disagree |  |
| Strongly disagree |  |

* The Benchmarked Report provided with this template provides your results in the form of a bar graph, which you may wish to include as well.
* The Survey Monkey report previously provided to you included "open comments" from clients who wished to answer question 8 of the survey. You may wish to share some of these comments here to provide more insight into clients' experiences with your centre.

# Analysis of results and additional information

*Consider what – if any – additional information to provide here. Examples might include:*

* + *Highlight where results are particularly strong (relative to the statewide average), especially if this can be tied to specific strategies/programs/policies.*
  + *Note where results are not strong (relative to the statewide average), and provide:*
    - *Any explanation – the type of work you do, the types of clients you see, etc,*
    - *Any strategies already in place to address issues which might contribute.*

*The alternative is to provide the data (ie, under Client satisfaction above), and not to make any comment about it. You may not wish to highlight any discrepancies (positive or negative) when reporting to Government.*