CLC Client Evaluation Survey

Why:

You recently got help from a Community Legal Centre, and now we need your help to find out more about our service and the value it has to you, your family and the community.

You can provide us with important feedback about our services by filling out our short survey (6 questions about you and 10 questions about the service you received).

It should take less than 10 minutes to complete.

Your opinion is important and we will use the survey information to help make Community Legal Centres better.

You do not have to do the survey. If the idea of completing a survey makes you nervous or stressed, please <u>do not</u> complete it.

Anonymous:

We will not collect your name, contact details or any identifiable personal information. Your responses to this survey will be kept private and confidential.

The information collected will be shared in an anonymous, de-identified way with the Queensland and Federal Governments as they provide important funding to Community Legal Centres. None of your personal information will be collected or shared.

Question 8 includes a free text box. Any information contained in the box which identifies a Community Legal Centre will be shared with them including complaints and compliments.

Help:

If you need legal advice please call or visit your local Community Legal Centre.

If you have questions about this survey, or need additional help or support, please contact the organisation who gave you this survey or Community Legal Centres Queensland on (07) 3392 0092 or clientsurvey@communitylegalqld.org.au.

Thank you and we appreciate your time to provide us with valuable feedback.

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1. What is your gender identity?
Man / Male
○ Woman / Female
Prefer not to answer
Other gender (please specify)
2. What is your age group?
< 18 years
○ 18-34 years
○ 35-49 years
○ 50-64 years
○ 65 > years
Prefer to not answer
3. Do you identify as Aboriginal and/or Torres Strait Islander?
○ No
○ Yes
Prefer to not answer
4. Do you have a disability?
○ No
○ Yes
Prefer to not answer
5. Can you estimate your current weekly income (from all sources)?
Less than \$500 per week
Between \$500 - \$1000 per week
○ More than \$1000 per week
Prefer to not answer
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

7. Please select the most appropriate rating based on your interaction with the legal centre for each question below

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Not applicable
It was easy to access the legal centre when I first needed help	\circ	\bigcirc	\bigcirc	\bigcirc		0
The legal centre staff listened to my legal problem in a friendly and respectful manner	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The legal centre staff helped me understand how to deal with my legal problem and provided me with options	0	0	0	0	0	0
The information and resources I received from the legal centre staff were very useful	0	0	0	\bigcirc	\bigcirc	0
I am very likely to access the other service(s) that I was referred to by the legal centre	0	0	0	\circ	\circ	0
I feel confident in the ability of the legal centre staff to assist me	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I am satisfied with the resolution of the matter I received assistance for	0	0	0	\bigcirc	\circ	0
I know where to get help if I have another legal problem in the future	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\circ	\bigcirc
The legal centre was able to meet my specific cultural or personal needs	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
I would recommend this legal centre to other people	\bigcirc	\bigcirc	\bigcirc	\circ	\bigcirc	\bigcirc

8. Any other comments about the service	ce you accessed?
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