

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 do not 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

[illegible]

8. Any other comments about the service you accessed?