

Suggested script template for client surveys by phone (or in person)

Greeting/introduction

Hello (name), my name is (name) and I'm from (organisation). You recently had some help from us and now we need your help with a short (10-minute) survey.

Cover the first paragraphs of the first page of the survey as needed, from the start to "Your opinion is important". You can make these conversational, and you don't have to repeat things you've already said.

Possibilities in greeting/introduction stage:

- Client cannot recall getting help from the organisation, or is not sure what organisation you are calling from (sometimes clients are in touch with a lot of organisations at the same time). If you have information to help jog the client's memory (you spoke to our worker Lee last week on the phone), you can try this. If you don't have that information to hand or this doesn't work:
That's ok, it's not important. If you do remember later on, there is nothing you have to do about it. Thanks for your time anyway, I'll let you get on with your day now.
- Client cannot talk right then, and wants a call back at a specific time. If it's a time you can do during your rostered shift, go ahead. If not:
Thank-you, but I can't make a specific time with you. I can make a note of your preferred time but I can't guarantee a call then. Would you like to remain on the list for a call-back anyway?
If yes: *thank-you, I hope we'll be able to talk to you soon.*
If no: *that's fine, thank-you, we won't contact you again about this.*

Getting consent to the survey

I now need to read you a few lines about this survey, and get your agreement to go ahead.

Read the next paragraphs of the survey, starting from "You do not have to do this survey", to the end.

Do you understand and agree?

If yes: *Thank-you, I'll start the questions now.*

If no: *That's fine, thank-you, we will not record any survey result for you and we will not contact you again about this.*

Possibilities in getting consent:

- Client has additional questions
- Client is uncertain about proceeding
- Client says they want to proceed, but only on certain terms:

Try to answer any questions (see the additional questions answered at the end of this document), or put the call on hold and ask for help. If the questions cannot be answered and/or the client still is not sure about proceeding:

Unfortunately I can't answer those questions/resolve those concerns for you today, so we won't go ahead with the survey. We will not record any survey result for you. Thank-you for your time.

Asking the survey questions

Questions 1-6

We are collecting some details but they won't be used to identify you.

Ask the first 5 questions. Some notes that might help:

- Question 1: ask "what is your gender?" If the answer is neither male nor female, choose "other"
- Question 2: ask "what is your age?" (rather than reading out the age brackets), then choose the correct bracket
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- Question 4: when asked this question, clients are likely to list their diagnoses; listen and be ready to choose which category applies.
- Question 6: be ready to provide some examples of these options:

Access to informational materials: were you given any written information? Did anyone suggest a website for you?

Personalised advice from legal centre staff: (staff in this context includes volunteers, such as volunteer lawyers). Did you talk to someone in person or over the phone, one-on-one, about your situation?

Written and/or in person representation by legal centre staff: (staff in this context includes volunteers, such as volunteer lawyers). Did someone go to court with you or write a letter for you?

Question 7

I'm going to ask you a series of questions and I'll read a scale of possible responses. I'll tell you the scale now, but you don't have to keep this in your head. The scale is: I strongly agree, I disagree, I feel neutral, I agree, I strongly agree, or not applicable. I will give you those options after each questions.

Read sentence, then read responses (unless client stops you with their answer).

If a client isn't sure or can't remember, choose the "not applicable" option.

Possibilities in the survey question stage:

- It is not compulsory to answer any question:
 - If a client says they do not want to answer a question:
That's fine, you do not have to answer that question. Let's go on to the next question.
 - If a client appears reluctant to answer a question:
It's fine if you do not want to answer that question. Do you want to skip that one? (If yes) Let's go on to the next question.
- If at any point the client does not want to proceed with the survey:
 - *You do not have to finish the survey. I will close the survey and we will not keep a record of anything you have said. (Close the survey online/confirm you will destroy a hardcopy).*
 - *Thank-you for your time, you will not be contacted again about this.*
- If client is providing extra comments in answering questions about the organisation while answering the questions, write them down.
 - *I will make a note of that, and I'll check with you at the end of the questions to see if you want me to record that comment down in the survey.*
- At the end of the survey questions, go back to the notes you have made.
 - *I'd like to check with you now about some of your earlier comments and see if you want me to record them in the survey. Read the comments back and confirm the client wants them included: if yes, type into the free-text box (Thank-you, I have recorded that comment); if no (That's fine, I will not make any record of that comment).*

Finishing the survey

Thank-you very much for your time, we appreciate your help with this.

- **If on finishing the survey, the client does not want to have the results recorded:**
 - *I will close the survey and we will not keep a record of anything you have said. (Close the survey online/confirm you will destroy a hardcopy).*
 - *Thank-you for your time, you will not be contacted again about this.*

Answers to possible additional questions about the survey

- **Client wants more help with legal/personal matters:**
 - Refer back to the organisation, or the referral information they have given you: have contact details handy.
 - If client wants help with the same matter, but from a different organisation. Refer either back to the organisation for a referral, or if the client wants legal advice, to Community Legal Centres Qld (ph 3392 0092).
- **Client doesn't want any more help, but wants to tell you a lot about their situation:**
 - *I'm sorry, I can't help you with that. Would you like me to put you in touch with someone who can?* (see above).
 - *I'm not going to record any personal details about you and your situation.*
 - *I understand that there is a lot involved in your situation. Do you want to start/finish the survey now, or would you rather not do it?*
 - *Is it ok we go on to the next question now?*
- **Client is unhappy with the service/s provided by the organisation:**
 - *We have a complaints policy for issues like this. I can't help you with it today, but I can give you details about the policy.* (Refer to information your organisation has provided about access to the complaints policy).
- **Client wants to know more about the survey process:**
 - Organisations funded under the Federal Government's National Partnership Agreement are required by that Agreement to do client surveys every two years.
 - In Queensland the state government has arranged for Community Legal Centres Queensland to help organisations with the survey process.
 - Community Legal Centres Queensland will put together the results for each individual organisation, and some overall results for all organisations, and send these back to the organisations. Organisations then send reports to their state program manager, and the Qld Department of Justice and the Attorney-General sends a report to the federal government.
 - No identifiable individual survey results will be used for any purpose. Overall survey results will be used by individual organisations, Community Legal Centres Queensland, and the state and federal governments for various purposes including: identifying funding needs, assessing program outcomes, considering future directions for organisations, promoting organisations within their communities, celebrating the successes of organisations.

- **Who is Community Legal Centres Qld?**
 - It is the peak body for community legal centres in Queensland, providing support and assistance to 34 community legal centres throughout the state.
- **Client wants to add extra comments later:**
 - *The organisation welcomes feedback, please contact the organisation to check how best to do this* (have contact details handy).
 - If the client does not want to contact the organisation directly, refer to Community Legal Centres Qld.
- **Client wants to see the survey results:**
 - *It's up to the organisation if they decide to circulate their report, or parts of their report.* (Provide client with the organisations' contact details – have these handy).