

Queensland CLC Stakeholder Surveys: Frequently Asked Questions

Contents

What are the 'stakeholder surveys'?	1
Which stakeholders are surveyed?	1
Why do we need to survey stakeholders?	2
What are the survey questions?	2
What are the Stakeholder Case Studies?	2
When should the stakeholder surveys be undertaken?	2
Do we need to conduct all three of the stakeholder surveys?	2
What outcomes do the surveys measure?	3
How does the stakeholder survey process work?	3
How do the stakeholder surveys inform other evaluation work in my CLC?	3
Where does the data get collected?	3
What about confidentiality?	4
What happens after the survey period?	4
Who do I contact to ask more questions?	4

What are the 'stakeholder surveys'?

The stakeholder surveys are an optional data gathering tool to help community legal centres more fully demonstrate the impact of their work. The surveys have been designed so that CLCs can measure their impact through the CLC theory of change - refer to the CLC Impact and Evaluation Toolkit, on the CLCQ Members Portal. Please contact admin@communitylegalqld.org.au if you need help with your centre's credentials for the Portal.

Which stakeholders are surveyed?

There are three stakeholder groups for which optional surveys have been developed:

- **Community partners** – may include organisations such as referral agencies, neighbourhood centres, domestic violence services, housing services, health services, organisations your CLC has an MOU with etc. As community legal education (CLE) is sometimes delivered to the community directly, this definition may also include your local community or community of interest.
- **Justice system services** – includes courts and tribunals, government (elected, departmental, statutory agencies and government services) and other legal assistance services.
- **Volunteers** – volunteers involved with your CLC in any capacity, including governing body members, lawyers, students, or other non-legal volunteers.

The surveys are part of the data gathering suite that includes the annual Client Survey. More information is available in the CLC Impact and Evaluation Toolkit on the CLCQ Members' Portal (contact CLCQ on admin@communitylegalqld.org.au to arrange access if you don't have the credentials for your centre).

Why do we need to survey stakeholders?

The work of community legal centres has positive impacts for four key groups:

- Clients
- Community partners
- Other organisations in the justice system; and
- Volunteers

The stakeholder surveys have been developed so that centres can gain insights for these key groups, in addition to the Client Survey process.

The surveys help centres to better understand the impact and effectiveness of their services for the key groups, and how well they are working across the service network to support clients and communities.

What are the survey questions?

Each of the three surveys has been designed to gather relevant information about the particular stakeholder group.

The survey questions are **attached** and can be viewed in the CLC Impact and Evaluation Toolkit, on the CLCQ Members' Portal.

What are the Stakeholder Case Studies?

CLCs have the option to collect case studies from each stakeholder group to showcase the positive impact of the sector beyond direct client assistance and engagement. The stakeholder case studies (which are in addition to the client case studies that centres are required to collect as part of the Client Survey process) provide an opportunity to gather and share qualitative information about the value of your centre's work at the broader community and social systems level.

More information about the case studies for each stakeholder group is available from the CLC Impact and Evaluation Toolkit on the CLCQ Members Portal.

When should the stakeholder surveys be undertaken?

For convenience and to ensure comparable data, CLCQ recommends that the stakeholder surveys are conducted during the month of **June** (after the Client Survey which takes place in May).

The stakeholder surveys can help demonstrate to funders and stakeholders your centre's impact. They are also great to include in your annual report and use for service evaluation and review, so this timing is ideal to have the results after the end of the financial year.

Do we need to conduct all three of the stakeholder surveys?

No, the surveys are optional, and centres can choose to do all three, only some, or none of these surveys.

CLCQ strongly recommends that centres consider doing at least one of the stakeholder surveys to help in demonstrating the impact of your services and telling a more complete picture of your centre's work.

What outcomes do the surveys measure?

- **Community partners:** this survey measures the strength and effectiveness of your centre's engagement and partnerships with other community service agencies, the local community or community of interest, demonstrating that the centre is able to work in partnership and refer clients with confidence.
- **Justice system:** this survey gathers information that can help to demonstrate to Government and their agencies how CLCs improve and contribute to the justice system working more effectively.
- **Volunteers:** this survey gathers information to demonstrate to government and philanthropic organisations that CLCs can leverage volunteer support and have a positive impact on the professional lives of volunteers.

How does the stakeholder survey process work?

Please use the client survey email address (clientsurvey@communitylegalqld.org.au) to advise CLCQ of the stakeholder surveys that your centre has opted to conduct, and when you plan to undertake them.

CLCQ will provide you with your unique survey link/s shortly before your nominated roll out date, so that you can ensure the survey is ready to go live.

We recommend that you use a similar process to the Client Survey, noting that because the sample size will be smaller, it's likely that the resource requirement will be smaller.

We also suggest that these surveys can be easily completed by emailing the link to your nominated contacts – these groups are generally working in professional settings and are generally happy and used to completing online surveys.

How do the stakeholder surveys inform other evaluation work in my CLC?

The stakeholder survey data is used as a source of information in the CLC Impact and Evaluation Toolkit to track your centre's impact against a sector-wide theory of change. The Toolkit is available from the CLCQ Members' Portal – contact admin@communitylegalqld.or.au to arrange access if you don't have your centre's credentials for the Portal.

Where does the data get collected?

All stakeholder survey data will be collected in SurveyMonkey that is administered by CLCQ.

Stakeholders can enter their responses into the SurveyMonkey format provided by CLCQ through a centre specific link.

If the responding stakeholder is not directly entering their responses into the SurveyMonkey format, then the data must be entered into SurveyMonkey manually by the CLC.

What about confidentiality?

Each CLC will have its own unique SurveyMonkey link for each stakeholder survey. CLCs are not able to login to SurveyMonkey to view their own survey data. No CLC will be able to see another centre's data.

For the volunteer stakeholder group, no confidential or identifying stakeholder information will be provided to CLCQ via the survey. However, community partner stakeholders are asked to provide their organisation name, and justice system services are asked to indicate which category of the justice system they work within. This information will assist your CLC in understanding the feedback from these stakeholders in more detail and will enable you to have further conversations with these important stakeholders to ensure your partnerships and relationships can be maintained and improved.

CLCQ will collect the aggregated data for each CLC and will provide this back to the respective centres. Individual CLCs will have access only to their data through the individual survey reports provided by CLCQ after the survey period ends.

What happens after the survey period?

CLCQ will collate the data and provide every CLC with a confidential report on their stakeholder survey results, which can be used to demonstrate the impact that your CLC has as part of annual and impact reporting processes.

Who do I contact to ask more questions?

If you have more questions or need additional information about the stakeholder survey process, please contact the CLCQ Capacity Building Team using our dedicated client survey email address: clientsurvey@communitylegalqld.org.au, or alternatively call the CLCQ office on 3392 0092.