

Legal Aid NSW Client Satisfaction Survey 2023

We asked our clients what they think of the help we give them. We will use this information to improve our service.

Who answered the survey?



2,014

clients* with ongoing representation were surveyed in August – October 2023.

**Clients who were under 18 years of age, in custody or in mental health facilities, or who it was not safe to contact were not surveyed.*

How we surveyed clients

Client responses were collected through both online surveys and phone interviews.



1,509

via an online survey



505

via phone survey

Client satisfaction



82% overall satisfaction (all clients interviewed)



86% of clients agreed that they would recommend Legal Aid NSW to others



81% of clients with a private lawyer were satisfied



80% of clients were satisfied with administrative and reception staff



88% of clients said they know where to get help in the future (if they have another legal problem)



88% of in-house clients were satisfied with their lawyer



82% of clients were satisfied with their lawyer



87% of in-house clients were satisfied



81% of clients with a private lawyer were satisfied with their lawyer



88% of clients said it was easy to contact Legal Aid NSW when they first needed help

Legal Aid NSW Client Satisfaction Survey 2023



Help from Legal Aid NSW made a difference for our clients

Clients reported the legal help they received had a positive impact on their lives, including improved:

Understanding of their legal problem
70%

Confidence to deal with their legal problem
66%

Perceived level of safety and security
54%

Ability to deal with their financial situation
51%

Relationship with their family
44%

Ability to carry on with day-to-day activities
56%



Satisfaction with lawyers

More than 70% of clients were satisfied with the following aspects of service from their lawyer:

Being polite and respectful **88%**

Listening to the legal problem **82%**

Helpfulness of the advice given **80%**

Help with understanding how to deal with the legal problem **80%**

Time given and not being rushed **79%**

Clear explanation of what was going to happen next **80%**

Client confidence in the advice given **81%**

The lawyers sensitivity in responding to meet your personal or cultural needs **71%**

Making adjustments for you because of your disability **67%**



Personal or cultural needs

20% had personal or cultural needs

Of this group:

70% felt Legal Aid NSW met their specific needs

23% had a personal or cultural need that was not met



Access to services

16% of clients said they had some difficulty accessing Legal Aid NSW services for the first time

Of these clients:

25% reported they could not get through to the right person

19% said it was hard to find out how to make contact

In summary, we can improve on our:



Timeliness/speed at which clients receive responses



Keeping clients informed throughout the process



Capability to meet clients' cultural and personal needs.