

# Legal Aid NSW Client Satisfaction Survey 2021



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?

1,489 clients\* who had an active grant of aid, or who had received advice in the previous year, were surveyed in May 2021 (our broadest range of services we have ever surveyed at one time).

\*Clients who were under 16 years of age, in custody or in mental health facilities were not surveyed.



## How we surveyed clients

Client responses were collected through both online surveys and phone interviews. This meant we were able to hear from more clients who accessed a variety of services from us.



**1,006**  
via phone



**483**  
via online survey

## Client satisfaction



**76%** overall satisfaction (all clients interviewed)



**84%** of clients were satisfied with administrative and reception staff



**77%** of clients were satisfied with their lawyer



**80%** of clients said it was easy to contact Legal Aid NSW when they first needed help



**80%** of clients agreed that they would recommend Legal Aid NSW to others



**84%** of clients said they know where to get help in the future (if they have another legal problem)

## Clients receiving ongoing help (grants clients)



**80%** of clients were satisfied overall with the service



**86%** of in-house clients were satisfied



**79%** of clients with a private lawyer were satisfied



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



**78%** of clients with a private lawyer were satisfied with their lawyer

## Clients who received one-off advice (advice clients)



**75%** of clients were satisfied overall with the service



**77%** of clients satisfied with lawyer



**79%** of clients with a private lawyer were satisfied



### Clients who received advice via the phone:

agreed or strongly agreed that it made it easier to make an appointment to get advice in a timely manner **88%**

preferred it to physically going into a Legal Aid NSW office for advice **64%**



## 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 improvements to their:

Understanding of their legal problem  
**65%**

Confidence to deal with their legal problem  
**59%**

Perceived level of safety and security  
**49%**

Ability to deal with their financial situation  
**41%**

Relationship with their family  
**34%**

Ability to carry on with day-to-day activities  
**45%**



## Satisfaction with lawyers

More than 65% of clients were satisfied with the following aspects of service from their lawyer:

Being polite and respectful **80%**

Listening to the legal problem **73%**

Helpfulness of the advice given **69%**

Help with understanding how to deal with the legal problem **67%**

Time given and not being rushed **67%**

Clear explanation of what was going to happen next **71%**

Client confidence in the advice given **68%**



## Personal or cultural needs

**19%** had personal or cultural needs

**Of this group:**

**65%** felt Legal Aid NSW met their specific needs

**27%** felt Legal Aid NSW did not meet their specific needs



## Access to services

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

**Of these clients:**

**31%** 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:



Capability to help clients with individual needs due to disability (clients with disabilities were consistently less satisfied with all aspects of service from Legal Aid NSW)



Sensitivity to respond appropriately to clients who experience distress



Capability to meet clients' cultural and personal needs