

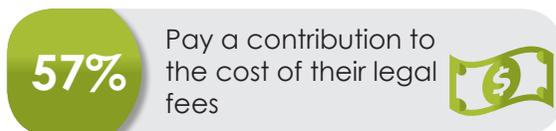
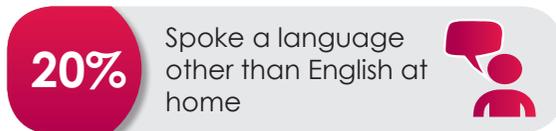
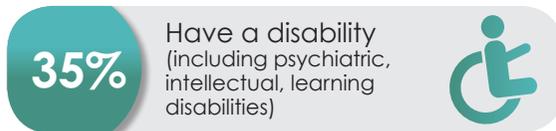
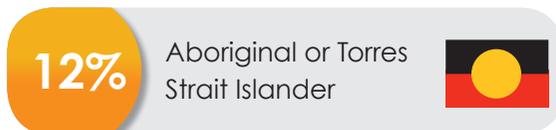
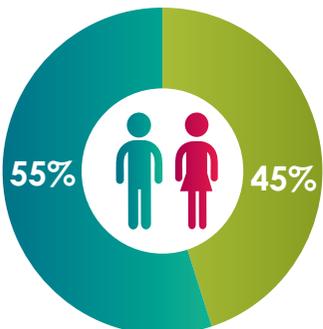
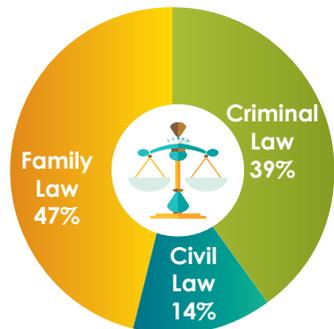
# Client Satisfaction Survey 2017

We surveyed our clients to find out what they think and feel about the legal help we give them. We will use this information to plan and improve our services.

## Who answered the survey?

**690 clients**

helped by in-house lawyers, who had a grant of aid between March and June 2017\*.



## Client experience



agreed that:

- it was easy to contact Legal Aid NSW when they first needed help
- their lawyer helped them to understand how to deal with their legal problem
- their lawyer listened to their legal problem
- they know where to get help if they have another legal problem in the future
- they would recommend the legal service to other people.

**22%** had personal or cultural needs.



**77%** of this group agreed or strongly agreed that we met these needs.

## Client satisfaction



**87%** satisfied with the overall service.



Over **86%** satisfied with administrative and reception staff and their Legal Aid NSW lawyer.



**80%** satisfied with service received from the Grants Division.

(For those who had direct contact with Grants staff).

\* Clients in custody and mental health facilities and clients who were less than 16 years of age were not interviewed.

# Client Satisfaction Survey 2017

## The impact of legal help



**77%** improved their understanding of their legal problem and situation.



**43%** improved their ability to deal with their financial situation.



**72%** improved their confidence in dealing with the problem.



**35%** improved their relationship with their family.



**46%** improved their ability to carry on their day to day activities.



**48%** improved their level of safety and security.

The figures above reflect client views about the impact of help from Legal Aid NSW on their lives.

## Client contributions

**82%**

contributed \$100 or less, 90% contributed \$500 or less.



**90%**

thought the contribution was 'value for money' for the services they received.



**87%**

satisfied with the contributions process.



**16%**

16% reported difficulties paying the contribution (9% of total sample).



Having difficulty paying the contribution, and especially believing the contribution was not 'value for money', significantly reduced the quality of the client experience.

## How can we do better?

There were small groups of clients who were dissatisfied or critical of Legal Aid NSW.

**7%**

have a disability that created difficulties accessing or using the service.

**9%**

have difficulty paying a contribution, especially those who thought the contribution was not value for money.

**4%**

have a personal or cultural need that was not met.

**11%**

expect a bad or very bad outcome.



To further improve our high levels of service we will:

■ **Manage** client expectations throughout our relationship with the client.

■ **Ensure** clear communication between Legal Aid NSW lawyers and clients.

■ **Identify** what a client needs to successfully access and use our service, and work to meet those needs.