

Making a difference to clients

Community Legal Centres Queensland coordinated a survey of 1,489 Community Legal Centre clients in May 2023.

Our aim was to survey 25% of Queensland Community Legal Centre clients over a period of a month (between 1 and 31 May 2023). We received 1,489 responses and, according to the whole of sector client database Community Legal Assistance Service System (CLASS), 5,886 clients received services during May. We reached more than a quarter (25.38%) of clients.

The demographics of the survey sample were generally consistent with the levels of representation of demographics found in the Community Legal Centre client population. The greatest discrepancy was in income levels which were under-represented in the survey sample compared with the CLASS client population data.

Analysis of the data indicated a very high satisfaction rate across the survey sample, with the average satisfaction score across all clients being three out of four.

The survey results indicate high levels of strong agreement or agreement to questions that link to the **intermediate service delivery outcomes for clients, being that they felt:**

- they had their matter properly heard and adjudicated
- confident in their legal representation
- they know how to get help in the future

The survey results indicate high levels of strong agreement or agreement to questions that link to the **intermediate outcomes of positive impacts, in that clients:**

- had more knowledge of their rights and responsibilities
- had their specific issues satisfactorily resolved.



What our clients are saying:

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“I don’t usually get legal advice over the phone, so I wasn’t sure whether it was going to be a comfortable experience, but it was pretty good.”

“I would love it more if there was a service like this available in regional areas (like where I live). There are people who are accessing healthcare that would benefit from a service like this one.”

“The legal staff were very professional, friendly and easily approachable. They helped me understand my problem and assisted me in dealings with no bias towards me or my current situation. I would definitely use them again if I needed Legal Advice or Legal help again in the future.”

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“The person I spoke with listened to me and was knowledgeable about my situation. They provided me with realistic steps that I could implement myself to follow up.”

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