



Tasmania
Legal Aid

Client Satisfaction Survey

Summary Report | 2023



Executive Summary: Administration and results of the TLA Client Satisfaction Survey

Background

TLA's Strategic Plan sets as our priority areas, people, communication and collaboration.

It places clients at the centre of everything we do.

The Client Satisfaction Survey is a requirement of TLA's Commonwealth funding agreement under the National Legal Assistance Partnership (NLAP).

Methodology

- This is the second time the survey has been undertaken by TLA
- Clients were emailed and invited to participate in the survey
- Information sheets were placed at reception
- Clients had the opportunity to complete the survey online or over the phone

Responses

- 240 respondents completed the 25 question survey and 1/3 provided additional comments
- Participants were given the option to identify if they were interested in becoming a client advisor and 61 respondents expressed interest in becoming a client advisor
- Respondents also had the opportunity to go into the draw to win a \$300 gift card from Coles/Woolworths and 181 respondents entered.

Key Findings

- Overall, respondents are satisfied with the services they received from TLA with 87% of respondents agreeing that TLA staff provided a service that met their expectations.
- Overwhelmingly (92%), respondents reported that they would recommend TLA to other people, while 81% of respondents indicated that their specific cultural, personal or physical needs were met by TLA services.
- Pleasingly, the results for 2023 are an improvement on the survey findings from 2021.

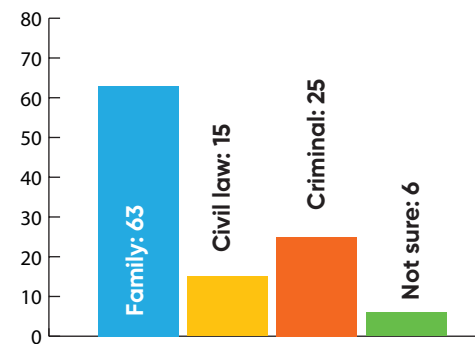


Demographics

The majority of respondents identified as women (64%), were between the ages of 30-44 years (48%), lived in Southern Tasmania (45%) and did not identify as Aboriginal or Torres Strait Islander (88%). The majority of respondents were not veterans (96%), did not have a disability (72%), and spoke English at home as their primary language (95%).

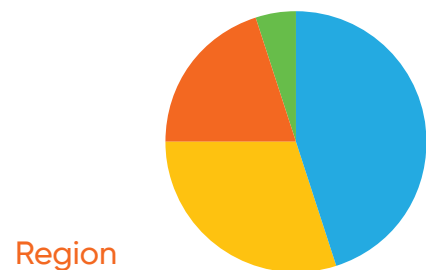
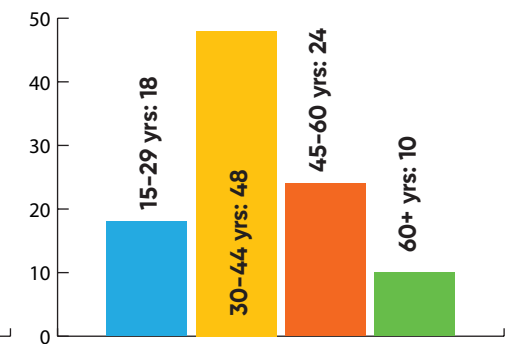
- 9% identified as Aboriginal and/or Torres Strait Islander
- 34% were experiencing, or at risk of, family violence
- 19% were experiencing, or at risk of, homelessness
- 5% were in custody
- 65% were single parents
- 26% had disability
- 5% spoke a language other than English at home

Law type %



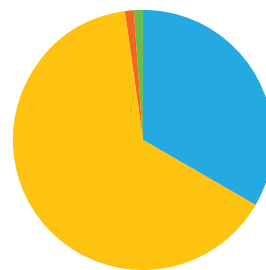
Respondents could select more than one type of law so % won't equal 100%

Client age %



Region

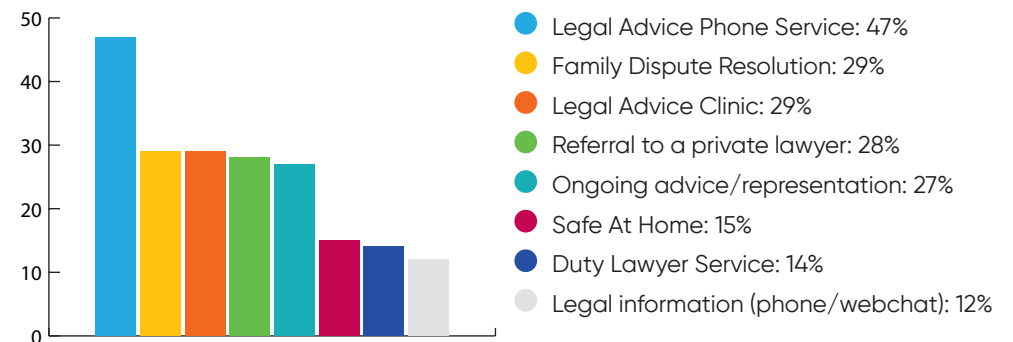
- Southern Tas: 45%
- Northern Tas (Launceston): 30%
- North West Tas (D'port/Burnie): 20%
- Elsewhere: 5%



Gender

- Male: 33%
- Female: 64%
- Non-binary: 1%
- Prefer not to identify: 1%

Top 8 most reported Service Type %





What TLA did well

The overwhelming majority of clients felt that they had positive experiences, particularly with staff.

For example, 96% of respondents 'strongly agreed' or 'agreed' that TLA staff listened to their legal problem, and a further 96% of respondents 'strongly agreed' or 'agreed' that staff explained what help they could provide. Pleasingly, 94% of respondents reported that staff provided helpful advice, and 92% agreed that TLA staff provided a service that met their expectations.

“ TLA made a horrible experience better. I felt supported and valued. ”

“ Staff very polite and put me at ease, very compassionate, put me at ease during difficult time. ”

“ Legal aid have become a lot better at responding to and understand family violence since my first point of contact around 10-12 years ago ”



What TLA can do better

Most clients had positive experiences of TLA's service delivery, however there are some areas where TLA can improve.

For example, some clients felt that there was a mismatch between their expectations for eligibility and their actual eligibility.

8% of respondents felt that TLA did not provide a service that met their expectations.

5% felt that TLA did not take the time to listen or explain the situation.

“

I was surprised that I wasn't able to get legal aid assistance, having so little money

”

“

Shortage of resources means questions often can't be answered quickly

”

“

It is scary to ask for help. It would be nice if it was a bit clearer if you are eligible

”

“

...lack of communication left me feeling alone and my mental health suffered

”



Where to now?

TLA thanks our clients who took the time to provide us with their feedback. We are using that information to better design and deliver our services. The results of this survey will feed into our client engagement processes and the types of training that we offer for our people.

We are in the process of creating our first Disability Action and Inclusion Plan, as well as our Commitment to Aboriginal and Torres Strait Islander Communities Plan. We are developing a range of policies to support our staff so that they can better support clients, and our new Digital Strategy will help to make all our services more accessible to our clients.