

# LONERGAN.

## Client Satisfaction Survey 2019 Condensed Report

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## Executive Summary

The 2019 satisfaction survey has found Legal Aid NSW maintaining consistently high performance across all service categories.

### Client satisfaction

High levels of satisfaction have been maintained with all aspects of Legal Aid NSW, with an average rating of 8.3/10. 84% clients were *satisfied* (score 6-10/10) with Legal Aid NSW overall, and three quarters (75%) were *highly satisfied* (score 8-10/10). More than 4 in 5 (82%) clients were *satisfied* with their lawyer, and 72% were *highly satisfied*, with an average rating of 8.1/10. 3 in 4 (76%) clients indicated an improvement to their legal problem following contact with Legal Aid NSW.

### Comparison over time

**Satisfaction with Legal Aid NSW** - Levels of client satisfaction were generally consistent with 2017 and earlier. When specifically looking at in-house clients, there were no changes of note to overall Legal Aid NSW satisfaction since 2017 – with 86% *satisfied* and 76% *highly satisfied* (cf. in 2017, 87% *satisfied* and 77% *highly satisfied*).

**Satisfaction with lawyer** - There were some improvements in clients providing the highest possible level of satisfaction (score of 10/10) with their lawyer (in-house 2019, 57%; cf. in 2017, 51%), but the proportion of clients who were *highly satisfied* remained the same (79% in both years), with very minor decrease in proportion of *satisfied* clients from 87% in 2017 to 85% (in-house) presently.

There were improvements regarding proportion of in-house clients who felt much better about their legal situation following assistance, with over half (55%) reporting as such this year (cf. 51% in 2017).

### In-house vs Private

**Satisfaction with Legal Aid NSW** - There was consistent disparity between the overall satisfaction of those who used in-house and private lawyers. Clients who were served by an in-house lawyer were generally more *satisfied* on both related and unrelated metrics. In-house clients held higher levels of satisfaction (86% *satisfied*; cf. private lawyer 83%) and were more likely to be *highly satisfied* (76% in-house compared to 74% with private lawyers). In-house clients are slightly happier with Legal Aid NSW on average, with a score of 8.4/10 on average, compared to an 8.2/10 average from clients of private lawyers.

**Satisfaction with lawyer** – Clients with in-house lawyers rated their lawyer significantly higher on average than those who were served by private practice lawyers (in-house 8.4/10; cf private 8.0/10). Additionally, those who were served by in-house lawyers were significantly more likely to be *highly satisfied* with their lawyer (79% with in-house compared to only 70% with private lawyers) and were more likely to be *satisfied* with their lawyer (in-house 85%; cf. private 81%).

In addition to levels of satisfaction, clients with an in-house lawyer were more hopeful of their case outcomes (55% of in-house expecting good outcomes, cf. private lawyer 49%), they felt more assisted following legal help and offered more positive comments about the service provided.

Clients with in-house lawyers were more likely to be *satisfied* with aspects of service that had nothing to do with the lawyer. They were consistently more likely to be *highly satisfied* with Grants staff and the Grants Division (in-house 74%; cf. private lawyer 59%), as well as happier with administrative and reception staff (in-house *highly satisfied* 72%; cf. private lawyer 65%). This may be due to inherent differences in the nature and complexity of their cases, differences in the individuals who receive in-house or private practice assistance or a halo effect, where a strong performance by the lawyer results in a more positive perception of a range of interactions with Legal Aid NSW.

## Satisfaction by case type

Civil law clients were more likely to be *satisfied* with Legal Aid NSW. Criminal and family law clients had comparable levels of satisfaction. Over 4 in 5 (82%) civil clients were *highly satisfied* with Legal Aid NSW in general (cf. family 75%, criminal 73%), and 84% were *highly satisfied* with their lawyers (cf. family 70%, criminal 74%). Civil law clients were similarly more likely to be *satisfied* with Legal Aid NSW (90%; cf. criminal 84%, family 84%) as well as their lawyer (87%; cf. criminal 84%, family 80%).

Civil law clients were mostly optimistic about their case, with 3 in 5 (59%) expecting a good outcome (cf. family 49%, criminal 52%), and over 4 in 5 (82%) reported a better legal situation after receiving help (cf. family 75%, criminal 76%).

Civil law clients were also significantly more likely to be *highly satisfied* with the Grants Division (83%; cf. family 59%, criminal 62%).

## Grants Division and Administrative Staff

Most clients did not contact the Grants Division throughout their time with Legal Aid NSW. Of the clients who did, 3 in 4 (75%) were *satisfied* and 61% were *highly satisfied* with the Division. The proportion of in-house clients reporting *satisfaction* has improved compared to 2017 (in-house 2019, 83%; cf. in 2017, 80%). Similarly, the proportion of in-house clients *highly satisfied* has also increased (in-house, 74%; cf. in 2017, 66%).

Satisfaction with administrative staff saw a decline from 2017 and previous years. While almost three quarters (72%) of in-house clients were *highly satisfied* with administrative and reception staff, this was noticeably lower than in 2017 (81%) and below the 79% average for this decade. The proportion of clients *moderately satisfied* (5-7/10) has increased to almost a quarter (24%) from 13% in 2017. This is due to a large increase in the number of *neutral* responses (5/10), which has increased from 4% in 2017 to 17% in 2019; suggesting that a greater proportion of in-house clients are neither satisfied nor dissatisfied with administrative staff.

## Accommodation of those with disability

Based on findings from the survey, this client segment presents the best avenue to improve services moving forward. It is worth noting that clients with disability make up a small proportion of the overall survey sample (12%).

Clients who reported having a disability were consistently less *satisfied* with almost all aspects of Legal Aid NSW. They were less likely to be *highly satisfied* with their lawyer (64%; cf. no disability 73%) or *satisfied* with their lawyer (72%; cf. no disability 83%) and significantly less likely to be *highly satisfied* with Legal Aid NSW in general (62%; cf. no disability 76%) or *satisfied* with Legal Aid NSW in general (72%; cf. no disability 86%). The lowest performing service category for lawyers is their ability to “help [client] with any special needs due to [their] disability”, with only 62% of respondents feeling *highly satisfied* in this regard, and only 2 in 3 (67%) feeling *satisfied*. This was also the lowest performing service aspect for both the Grants Division (51% *satisfied*) and the administrative and reception staff (52% *satisfied*).

While a majority (58%) of clients who encountered difficulty due to a disability said that Legal Aid NSW handled their difficulties satisfactorily, there is room for improvement as 3 in 10 (30%) reported that it was handled poorly or worse. 3 in 5 (57%) of these clients outlined suggestions that can be implemented with better understanding and supportive consideration. This included feedback to understand better/give more time (35%), be more knowledgeable about disabilities (24%), and be more sympathetic (23%).

## Opportunities for improvement

Statistical analysis utilising correlation analysis and regression analysis was used to identify the drivers of overall satisfaction. This detailed analysis highlights the areas for improvement defined as those areas that impact satisfaction and are currently areas of lower performance.

Five key areas are highlighted as key opportunities for improvement:

- The staff helping you with any special needs due to your disability
- The staff's sensitivity in responding appropriately to meet your personal or cultural needs
- The lawyer's sensitivity in responding appropriately to meet your personal or cultural needs
- My current lawyer meeting my specific personal or cultural needs
- The lawyer helping you with any special needs due to your disability.

## Condensed Results

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### Introduction

Legal Aid NSW has conducted client satisfaction surveys biennially since 2005. From 2011 – 2015, the surveys canvassed clients who received advice at a Legal Aid NSW office. In 2017 Legal Aid NSW surveyed clients serviced by in-house lawyers under a grant of aid. Legal Aid NSW then sought to build on the research around client satisfaction with casework services.

In 2019 Legal Aid NSW expanded the scope of the survey to include clients with a grant of aid who were assigned to both in-house lawyers and external private lawyers (private lawyers). Lonergan was commissioned to conduct the survey.

The survey collects data on client satisfaction, informs on performance and provides insight in how Legal Aid NSW can improve its services. As this is the first survey that includes clients assigned to private lawyers, comparisons with the results of the 2017 survey are made with a like sample base, hence comparisons are only made in respect of in-house services.

Data has been weighted to be representative of the Legal Aid NSW client base from which the survey sample was selected.

The client base comprised of clients who at the time of the survey had an active file and were in receipt of a grant of aid. However, it excluded clients who were under 16 years of age (this means the survey did not cover clients with an Independent Children's Lawyer, children's crime and some care and protection matters), in custody, and in mental health facilities.

### Clarification of terminology

These terms will frequently appear throughout the report, and are defined as follows:

- *Highly satisfied*: Score of 8-10 out of 10
- *Satisfied*: Score of 6-10 out of 10
- *Moderately satisfied*: Score of 5-7 out of 10
- *Dissatisfied*: Score of 0-4 out of 10
- *Client base*: The client database of n=17265 records provided by Legal Aid NSW
- *Survey sample*: The n=1400 respondents that completed an interview
- *In-house*: Clients who were assigned to a lawyer employed by Legal Aid NSW
- *Private lawyers*: Clients who were assigned to a private practitioner who undertook work on behalf of Legal Aid NSW



## 1. Methodology

### Pilot

Lonergran conducted a pilot with 30 respondents. The pilot served as a trial of the proposed methodology and tested all methodological processes from the questionnaire to the calling facilities, in a live environment. The pilot test was successful, with no abnormalities found in the data, and a reasonable outcome in interviewer performance. The pilot test was conducted from 27<sup>th</sup> March to 2<sup>nd</sup> April 2019, and the data was included in the final survey sample.

### Fieldwork

The survey was conducted via Computer Administered Telephone Interviewing (CATI), using Lonergan's in-house call centre. Main survey fieldwork commenced on the 5<sup>th</sup> of April and closed 3<sup>rd</sup> of June. Calls were undertaken in accordance to ACMA regulations, and most outbound operations were undertaken from 4:00pm to 8:30pm AEDT/AEST, weekdays. Lonergan engaged all-day call-back scheduling and inbound calls to accommodate the needs of Legal Aid NSW clients. Given the large sample for outbound calls, Lonergan utilised power dialling facilities with the call centre to maximise number of calls made during fieldwork. Throughout the fieldwork period, Lonergan engaged 23 highly trained and experienced interviewers.

### Call Outcomes & Interview Length

The average interview length was 16.68 minutes. All records in the provided client base were contacted up to 13 times, until they were resulted in an interview, a refusal, or the number was considered un-callable for any other reason.

### Client Database

Lonergran was provided a large client base that included Legal Aid NSW clients who had an active grant of aid. Lonergan was required to contact almost all records in the provided client lists to achieve the required sample. The sample frame was designed to allow for statistically robust analysis amongst all key segments. However, this required the forgoing of ideal sample representation, specifically regarding the in-house and private lawyer split. While not all ideal quotas were achieved, Lonergan was able to meet revised quotas and acquire a sample somewhat in line with the original sample frame. With weighting conducted in accordance to the total client base, the final survey sample can be considered representative of Legal Aid NSW's provided client base.

### Recruitment of clients

Primary approach strategies were undertaken by Legal Aid NSW in the form of letters and emails. While Lonergan administered all outbound calling, we did not conduct additional primary approach stages. For the main fieldwork sample, we adopted a pure random sample approach with adherence to quotas.

Lonergran interviewers were all briefed on the nature of the project, including that they may contact clients in vulnerable circumstances, and dealing with sensitive issues. Interviewers were instructed to first confirm the identity of the respondent before mentioning Legal Aid NSW or the purpose of the call. Clients who were listed as requiring an interpreter were contacted directly with an interviewer proficient in their listed language other than English. This allowed for adequate representation of not only LOTE clients, but specifically those requiring an interpreter, and those with weaker ability in English. Lonergan removed 78 clients serviced by the Domestic Violence Unit, in addition to clients with phone numbers that were on 'do not call' lists. These numbers were not engaged by Lonergan during fieldwork.

Figure 1: Respondent demographics

Segment	Count (n=)	Unweighted % of sample
<b>Gender</b>		
Male	612	44%
Female	788	56%
<b>Lawyer Type</b>		
In-house	644	46%
Private	756	54%
<b>Case Type</b>		
Civil	162	12%
Family	810	58%
Criminal	428	31%
<b>Other segments</b>		
Aboriginal and Torres Strait Islander	206	15%
Clients with a disability	193	14%
Clients who used an interpreter	43	3%
Domestic Violence Legal Aid Seekers	51	4%
Have access to the internet	1234	88%
Speak non-English language at home	256	18%

## Quotas

Interlocking quotas were used to control the survey sample in this study. As the respondent characteristics are known before a call is made, these were primarily managed through controlling which sample is utilised. Ideal quotas were not met in all cells and quotas needed to be adjusted as the project neared completion.

Figure 2: Total Quota (n=)

Overall	In-house		Private practice		Total	
	Quota	Achieved	Quota	Achieved	Quota	Achieved
Civil	139	156	51	19	190	175
Criminal	297	243	175	183	472	426
Family	264	245	474	554	738	799
<b>Total</b>	<b>700</b>	<b>644</b>	<b>700</b>	<b>756</b>	<b>1,400</b>	<b>1400</b>

## Foreign language

We conducted a total of 82 surveys in languages other than English. This represents 5% of the survey sample and was roughly proportional to the number of Legal Aid NSW clients who required a translator (4.3%). This was also more than double the number of surveys conducted in languages other than English in 2017.

## Aboriginal and Torres Strait Islander

Whilst we did not set quotas on the proportion of the sample who identified as Aboriginal or of Torres Strait Islander, we did monitor this to ensure proportional representation to the Legal Aid NSW client base. Although we did under-sample Aboriginal clients (reaching 87% of our ideal proportions), we weighted this variable to correct this. Lonergan conducted 206 interviews with Aboriginal and Torres Strait Islander clients, achieving more than twice as many compared to the 83 surveys completed in 2017.

## Weighting

The final dataset was weighted to be representative of the total client base of Legal Aid NSW, to a profile which was created through analysis of the Legal Aid NSW client base provided. The target weights as depicted in figure 3 were used, and all weighted data throughout the report will be consistent and proportional to the client breakdown in figure 3

As an example, we conducted 644 surveys with in-house clients, and this represents 46% of the survey sample (n=1400). However, Legal Aid NSW's client base had 3083 in-house clients, denoting only 17.86% of the 17265-strong client base. We have therefore oversampled Legal Aid NSW's in-house clients (this is intentional to have a statistically robust sample of in-house clients).

The consequence of this is that data collected from in-house clients had a significantly lower impact on total Legal Aid NSW figures compared to data from private lawyers. As an example, if 50% of in-house clients and 100% of private lawyer clients agreed to a certain metric, the total agree figure would be approximately 91% ( $50 \times 0.1786 + 100 \times 0.8214 = 91.07$ ), much higher than the 75% average if in-house and private lawyers were given the same weighting.

Figure 3: Weighting profiles

Legal problem/assigned type gender weighting (n=)				
	Civil	Family	Criminal	Total
In-house, Male	243	285	944	1472
In-house, Female	389	868	354	1611
Assigned, Male	66	3039	2562	5667
Assigned, Female	164	7153	1198	8515
<b>Total</b>	<b>862</b>	<b>11345</b>	<b>5058</b>	<b>17265</b>

Aboriginal/Non Aboriginal		English Speakers/Non-English Speakers	
	Count (n=)		Count (n=)
Aboriginal or Torres Strait Islander	2911	Non-English	1961
Non Aboriginal	14354	English	15304
<b>Total</b>	<b>17265</b>	<b>Total</b>	<b>17265</b>

## Effects of rounding on findings

The sum of the individual components shown in a chart may be different ( $\pm 1\%$ ) to the aggregated data shown in a chart or commentary as a result of rounding error. The results of survey responses are reported in the graphs throughout the document as percentages that have been rounded up or down to the nearest whole number.

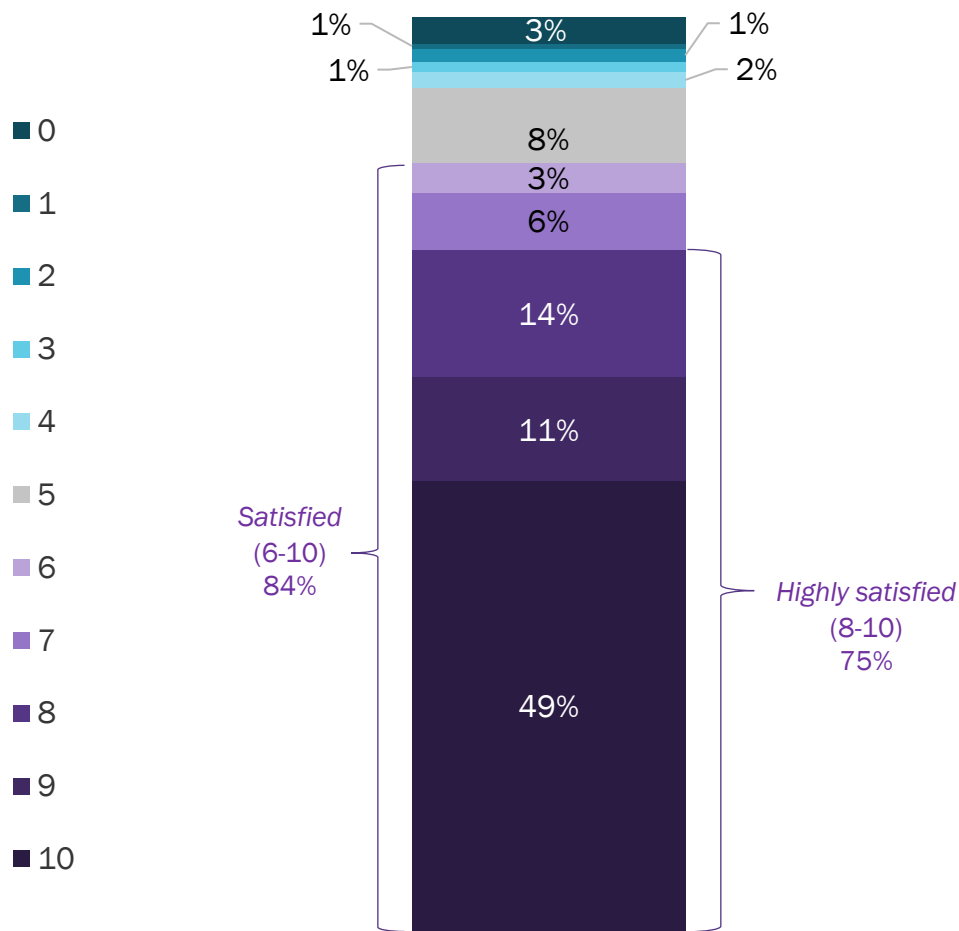
## Detailed Results

### 2. Overall Satisfaction with Legal Aid NSW

#### 2.1 Satisfaction with service received

Three quarters of respondents in the survey sample (75%) are *highly satisfied* with the service they have received so far from Legal Aid NSW (rating of 8-10/10), with less than one in ten (8%) reporting dissatisfaction (rated 0-4/10). Just under half (49%) of respondents gave a maximum satisfaction score of 10/10. More than 4 in 5 (84%) were *satisfied* (6-10/10) with Legal Aid NSW. The average satisfaction rating is 8.3/10.

Figure 4: Satisfaction with service received so far from Legal Aid NSW

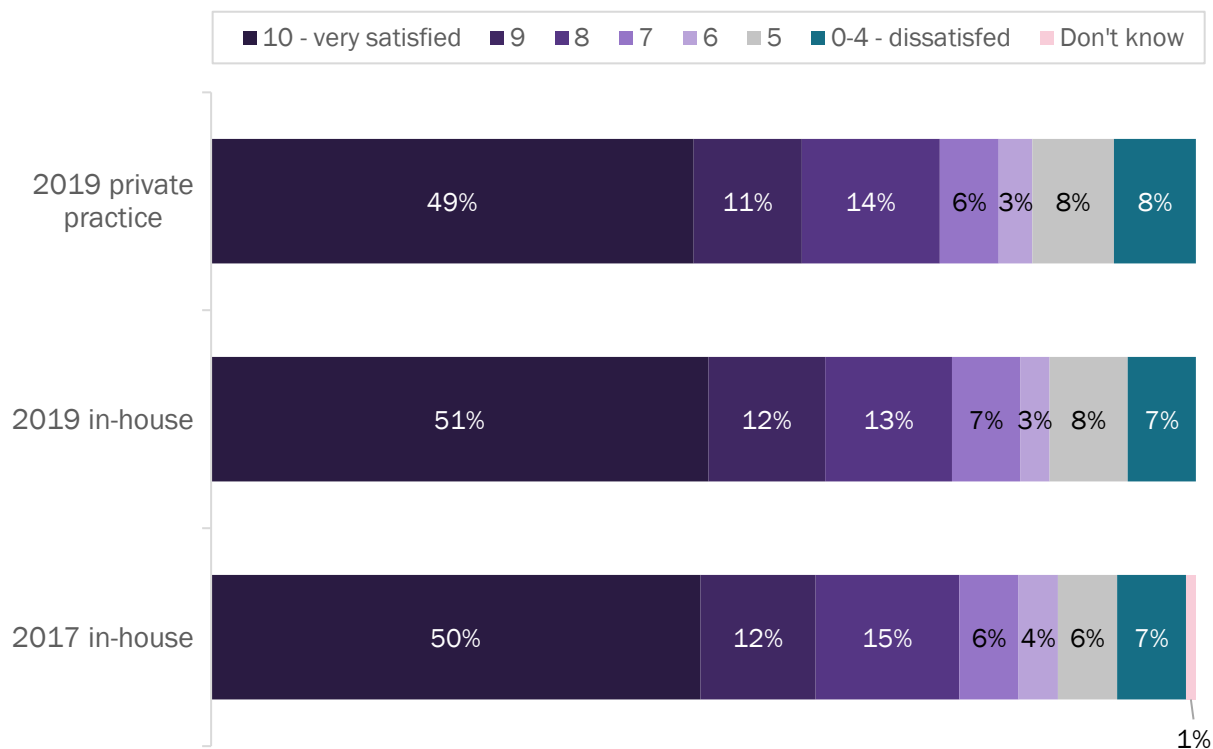


Q34. On a scale from zero to ten, where zero means very *dissatisfied* and ten means very *satisfied*, how *satisfied* are you with the service you have received so far from Legal Aid NSW?  
 Base: all respondents (n=1400)

The proportion of in-house clients *satisfied* (scoring 6-10) with Legal Aid NSW services has remained steady since 2017. With 86% of in-house clients *satisfied* overall in 2019, this is comparable with the figure of 87% in 2017.

There are minor but consistent differences with satisfaction between private and in-house lawyers in 2019. In-house clients were more likely to be *satisfied* with legal Aid NSW (86%; cf. private lawyers 83%), slightly less likely to be *dissatisfied* (7%; cf. private lawyers 8%) and reported a higher average satisfaction score (8.4; cf. private lawyers 8.2).

Figure 5: Satisfaction with service received so far from Legal Aid NSW vs 2017



Q34. On a scale from zero to ten, where zero means very *dissatisfied* and ten means very *satisfied*, how *satisfied* are you with the service you have received so far from Legal Aid NSW?  
 Base (2019): all respondents (n=1400); In house (n=644), Assigned (n=756)  
 Base (2017): all respondents (n=690)

When looking at satisfaction by law type, clients experiencing civil problems have noticeably higher levels of satisfaction with Legal Aid NSW services. More than 4 in 5 (82%) civil law clients are *highly satisfied* compared to 75% family law clients, and 73% criminal law clients. 9 in 10 (90%) civil law clients were *satisfied*, somewhat higher than those with family and criminal legal problems (84%). Civil law clients report an average satisfaction score of 8.7, which is statistically significantly higher than the combined criminal/family law client average score of 8.2.

Respondents with a disability were less likely to be *highly satisfied* with Legal Aid NSW's services (62%; cf. clients with no disability 76%) and had a much lower average satisfaction score (7.4; cf. clients with no disability 8.4). They were three times as likely to be *dissatisfied* with the service (18%; cf. clients with no disability 6%). Clients requiring an interpreter were less also likely to be *highly satisfied* (65%; cf. no interpreter 75%) and had a lower average satisfaction score (7.9; cf. no interpreter 8.3).

Respondents who identified as being Aboriginal were more likely to have the highest level (10/10) of satisfaction (57%; cf. non Aboriginal 48%) and had a higher average satisfaction rating (8.5; cf. non Aboriginal 8.2 and total clients surveyed 8.3).

## 2.2 Perceptions of Legal Aid NSW

### *Positive perceptions*

9 in 10 of all respondents reported at least one positive attribute regarding their experience with Legal Aid NSW. Almost half (47%) provided general positive feedback, and almost 1 in 3 (31%) had positive things to say about their current lawyer. 1 in 10 (12%) of clients did not provide any specific positive attributes, but were generally positive about the service. Only 8% of clients expressed some negative sentiments about their experience.

There were significant differences between clients assigned to in-house and those assigned private lawyers in relation to their reporting of positive attributes and perceptions about Legal Aid NSW. In-house lawyers received a warmer reception, with 37% of clients having something positive to say (cf. private lawyers 30%), and respondents were more likely to find in-house lawyers easier to talk to or understand, with 16% reporting as much (cf. private lawyers 10%). Clients of in-house lawyers were also more likely to feel supported, comforted or cared for (21%; cf. private lawyers 15%). Clients serviced by private lawyers were significantly more likely to identify cost-related attributes as a positive perception. Almost 1 in 4 (23%) clients with private lawyers report cost as a positive attribute (cf. in-house lawyers 9%).

While there are differences between the distribution of positive attributes between in-house and private lawyers, there are no notable differences in the total numbers of respondents who hold some positive perceptions about each cohort. For both in-house and private lawyers, 88% of clients reported at least one positive attribute.

In line with the higher levels of satisfaction reported by civil law clients, these clients were most likely to have listed at least one positive attribute with their experience (97%; cf. family 91%, criminal 89%). Civil law clients were significantly more likely to cite their lawyer as professional, competent or outstanding (39%; cf. family 24%, criminal 27%) and were more likely to have provided general positive comments (57%; cf. family 44%, criminal 51%).

Family law clients were much more likely to cite cost-related positives, with a quarter (25%) doing so, compared to 5% of civil law clients, and 13% of criminal law clients. Criminal law clients were most likely to say that their lawyer “represented me / accepted my case” as a positive attribute (10%; cf. civil 5%, family 7%).

Respondents who identified as being Aboriginal were less likely to say positive things about their lawyer (28%; cf. non Aboriginal 32%). The same is true for clients with a disability who were also less likely to say positive things about their lawyer (27%; cf. no disability 32%).

Seven in ten clients who used an interpreter provided a general positive comment (cf. no interpreter, 46%). More than a third (36%) of clients who used an interpreter specifically said that their experience was good, or they had no problems, compared to less than 1 in 5 (19%) respondents without an interpreter.

### *Improvement opportunities*

52% of respondents have identified opportunities for improvement, with the most commonly cited issues being the speed of communication (17%), slow/unclear/inefficient Legal Aid NSW processes (11%) and incompetent or uncommitted lawyer (10%). Almost 3 in 10 (29%) clients agree that the speed of the overall process is an area for improvement. Over one in ten (11%) found an issue with their lawyer’s behaviour. Almost half of all clients (45%) could not identify any issues or areas of improvement with Legal Aid NSW’s services.

Clients of in-house lawyers are more likely to have no areas for improvement (53%; cf. private lawyer 43%). Clients with private lawyers were more likely to say their lawyer was incompetent or uncommitted (11%; cf. in-house 7%). Those with in-house lawyers were more likely to identify the need to communicate/get back more quickly as an issue (19%; cf. private lawyer 16%).

While the need to communicate/get back more quickly remains the most common issue (unchanged incidence at 17%), there has been significant increase in complaints about slow, unclear or ineffective Legal Aid NSW processes (in-house 2019, 10%; cf. in 2017, 3%), incompetent or uncommitted lawyers (in-house 2019, 7%; cf. in 2017, 5%) and the slow court system (in-house 2019, 6%; cf. in 2017, 2%).

The only two negative attributes that have decreased in incidence this year with in-house clients had a negligible decline. These are complaints about overloaded lawyers (5% down from 6% in 2017), and too many changes in lawyer (4% down from 5% in 2017). The proportion of in-house clients finding nothing bad with Legal Aid NSW services has remained consistent from 52% in 2017, to 53% in 2019.

Family law clients are the least likely to be content, with only 40% finding nothing bad/everything good (cf. 60% civil cases, 52% criminal cases). They are the most likely to cite a speed-related issue as an area for improvement (31%; cf. civil 20%, criminal 24%), and the most likely to find their lawyer incompetent or uncommitted (11%; cf. civil 6%, criminal 9%).

Clients who identify as being Aboriginal are more likely to find nothing bad with their experience (52%; cf. non Aboriginal 44%). They are less likely to find issue with the speed/effectiveness of Legal Aid NSW's processes (7%; cf. non Aboriginal 12%). This group were also much more likely to find issue with private lawyers, with 12% identifying the need to improve lawyer conduct (cf. in-house lawyers 4%). Respondents with a disability were much more likely to state that their lawyer was incompetent or uncommitted (16%; cf. no disability 9%). They were, however, less likely to find issue with speed of services (26%; cf. no disability 29%).

Clients requiring an interpreter found communication a much more pressing issue, with 26% citing the "need to communicate/get back more quickly/hard to contact" a negative attribute (cf. no interpreter 17%). However, they were less likely to find their lawyer incompetent or uncommitted (6%; cf. no interpreter 10%). Similar to Aboriginal identifying clients, those requiring an interpreter were more likely to find issue with the conduct of private lawyers (12%; cf. in-house lawyers 7%).

## 3. Key Client Outcomes

### 3.1 Expected case outcome

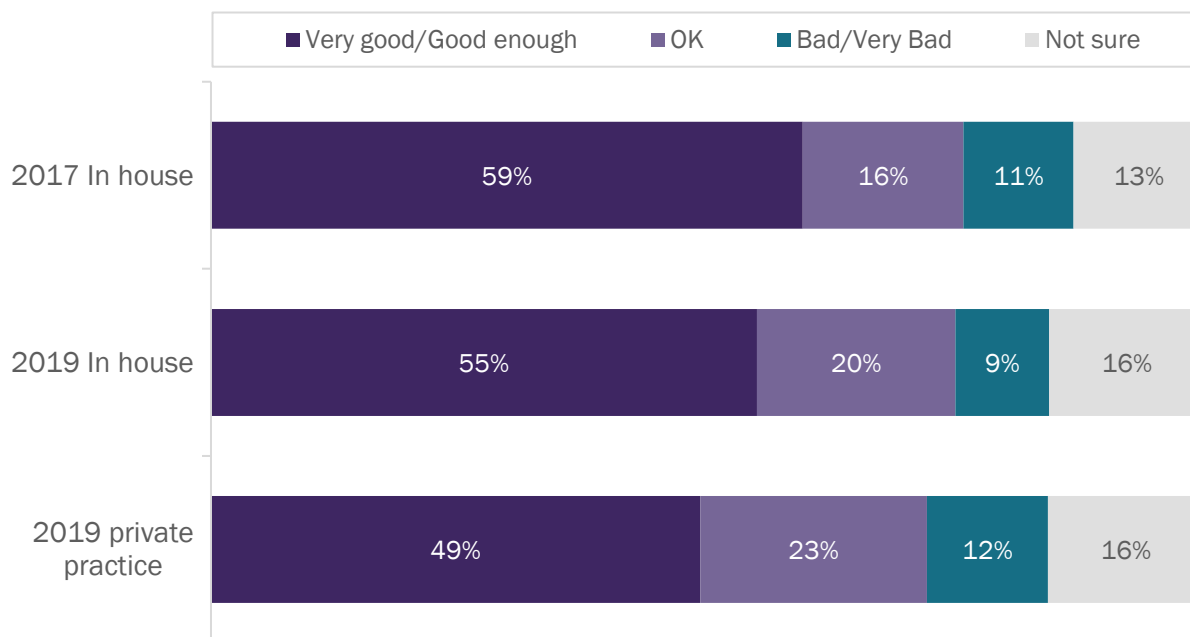
Half (50%) of all respondents expect a good outcome regarding their case, with only 12% fearing for the worst. 2 in 5 (22%) of clients expect a satisfactory result and 16% remain unsure of their case.

Clients served by in-house lawyers are more likely to expect a good outcome (55%; cf. private lawyer 49%), and less likely to expect bad outcomes (9%; cf. private lawyer 12%). The proportion of clients unsure with case outcomes is identical for both at 16%.

The difference between in-house and private lawyers is greater with clients with personal or cultural needs. Those who used an interpreter were significantly more likely to expect a good outcome when assigned in-house (62%; cf. private lawyer 41%), as well as clients who identified as Aboriginal (in-house 56%; cf. private lawyer 46%) and those with disability (in-house 46%; cf. private lawyer 38%). Although in-house lawyers still solidly outperformed private lawyers with clients that are not Aboriginal, do not have disability and did not use an interpreter, the difference was not as great (in-house 56%; cf. private lawyer 51%).

While the proportion of in-house clients expecting an OK or better result remains consistent with that of 2017 at 75%, there has been a slight decrease in those expecting a good result (55% in-house 2019 down from 59% in 2017). However, there has also been a slight decrease in proportion of in-house clients expecting a bad result (in-house 2019, 9%; cf. in 2017, 11%). More in-house respondents this year are unsure of their case outcomes compared to 2017 (in-house 2019, 16%; cf. in 2017, 15%).

Figure 6: Expected outcomes vs 2017



Q33. Acknowledging that your case may not have been finalised yet, based on the information you currently have, what do you think about the expected outcome of your case? Do you think it will be good, bad or OK?

Base (2019): all respondents (n=1400); In house (n=644), Assigned (n=756)

Base (2017): all respondents (n=690)

With almost 3 in 5 (59%) expecting a good outcome, civil law clients are the most optimistic (cf. criminal 52%, family 49%). They are also the least likely to expect a bad outcome (8%; cf. criminal and family 12%).

Clients with a disability were less optimistic about their case outcomes. Only 2 in 5 (40%) expected a good outcome (cf. no disability 52%), and almost a quarter (23%) expect a bad outcome (cf. no disability 10%). Clients with disability were also more pessimistic if they were assigned to a private lawyer, with only 38% expecting a good outcome (cf. in-house 46%).

Clients who identified as being Aboriginal were significantly more likely to be unsure of their case outcome (24%; cf. non Aboriginal 14%). Clients who identified as being Aboriginal were also significantly less likely to expect a bad outcome (6%; cf. non Aboriginal 13%). Clients who identified as being Aboriginal that were with private lawyers are much more likely to be unsure of their outcome (25%; cf. in-house 17%) – those with in-house lawyers demonstrate scores significantly closer to the aggregate mean of 16%. While the proportion of those unsure about their case is consistent for both in-house and private practice clients at 16%, this is not the case for Aboriginal identifying clients. Aboriginal identifying clients assigned to a private lawyer are much less certain of their outcome than those receiving in-house lawyer services (private lawyer 25%; cf. in-house 17%).

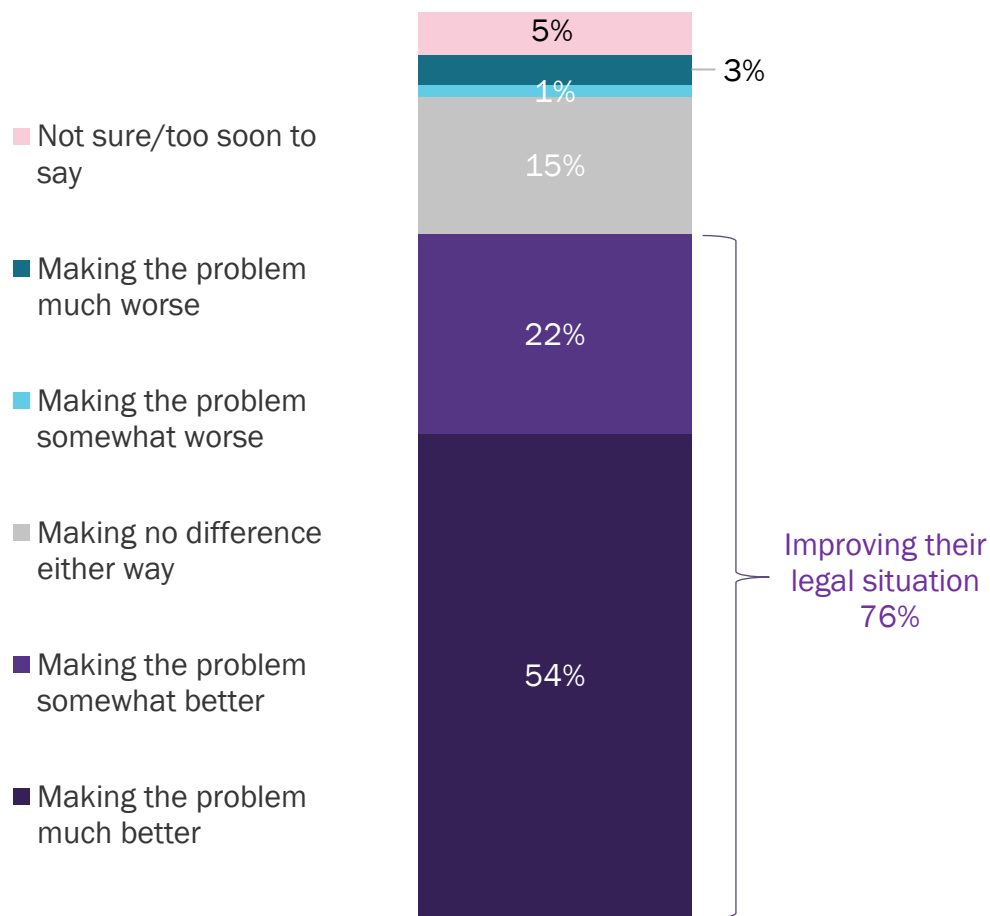
Clients who engaged an interpreter are also more likely to be unsure of their case outcome (23%; cf. no interpreter 16%).



## 3.2 Managing the legal problem

76% of respondents felt having an ongoing Legal Aid NSW lawyer improved their legal situation, and more than half (54%) claim that it has made their legal problem much better. Only 5% of all respondents report that their legal situation has become worse as a result of Legal Aid NSW assistance, and a further 5% were unsure at time of research. 15% of respondents felt that there was no change to their legal case following ongoing Legal Aid NSW assistance.

Figure 7: Impact of having an ongoing lawyer on resolution of client's legal problem



Q32. To what extent is having an ongoing Legal Aid NSW lawyer helping you to sort out your legal problem? Is it better, worse or of no difference?

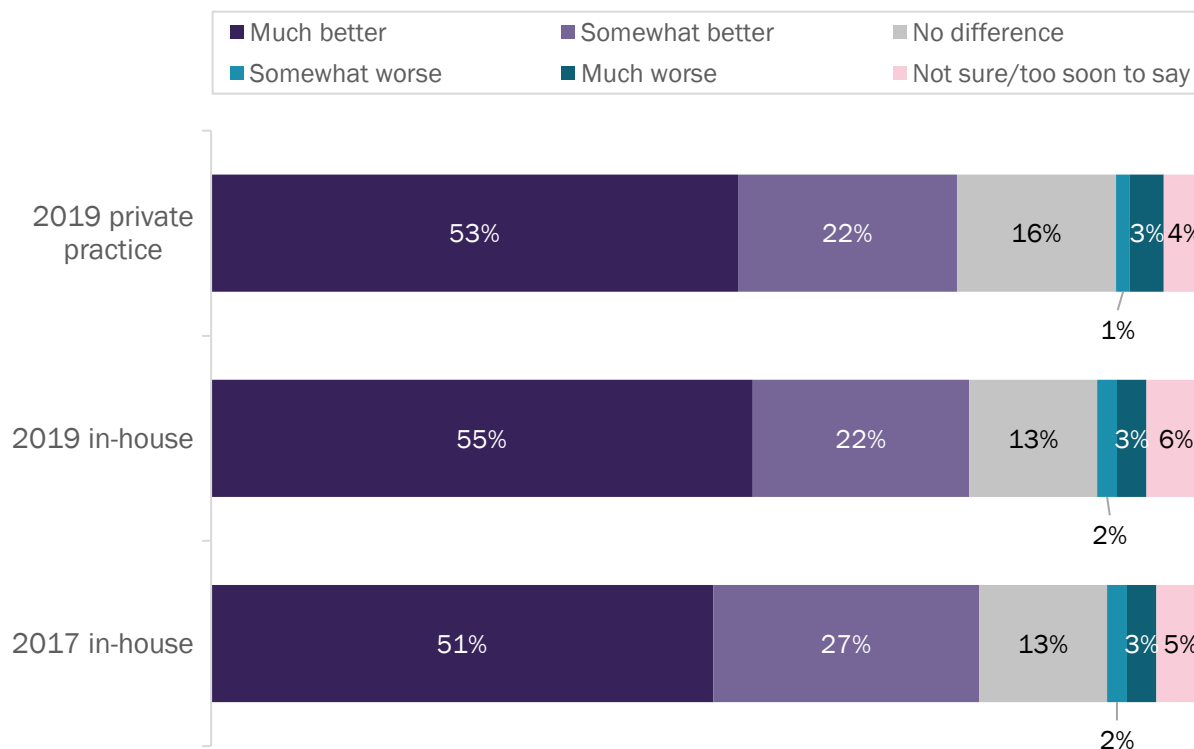
base: all respondents (n=1400)

In-house lawyers were marginally stronger in assisting clients with their legal problem, with 77% of clients noting an improvement with their situation (cf. private practice 75%). Those assigned to private lawyers are more likely to feel no change in their situation (16%; cf. in-house 13%) but were less likely to be unsure of the level of help (4%; cf. in-house 6%).

In contrast to the findings of Q33 (expectations of case outcomes), clients with personal or cultural needs (e.g. Aboriginal, those with disability and those who engaged an interpreter) were consistently more likely to feel an improvement in their legal problem with private lawyers. This is most evident with clients who identified as being Aboriginal, with 4 in 5 (80%) noticing improvement (cf. in-house 76%). Clients without personal or cultural needs were more likely to feel assisted with in-house lawyers (78%; cf. private practice 75%).

While the proportion of in-house clients seeing improvement has remained steady since 2017 (78%; cf. 77% in 2019,), the percentage of clients feeling ‘much better’ about their legal problem has increased from 51% in 2017 to 55% presently. The likelihood of in-house clients feeling worse after lawyer assistance remains low at 5% in 2019.

**Figure 8: Effect of lawyer on legal problem compared with 2017**



Q32. To what extent is having an ongoing Legal Aid NSW lawyer helping you to sort out your legal problem? Is it better, worse or of no difference?  
 Base (2019): all respondents (n=1400); In house (n=644), Assigned (n=756)  
 Base (2017): all respondents (n=690)

With over 4 in 5 (82%) clients feeling better about their legal problem, civil law clients are the most likely to notice an improvement (cf. criminal 76%, family 75%). Civil law clients are also the least likely to feel no difference to the situation following lawyer assistance (8%; cf. criminal 13%, family 16%).

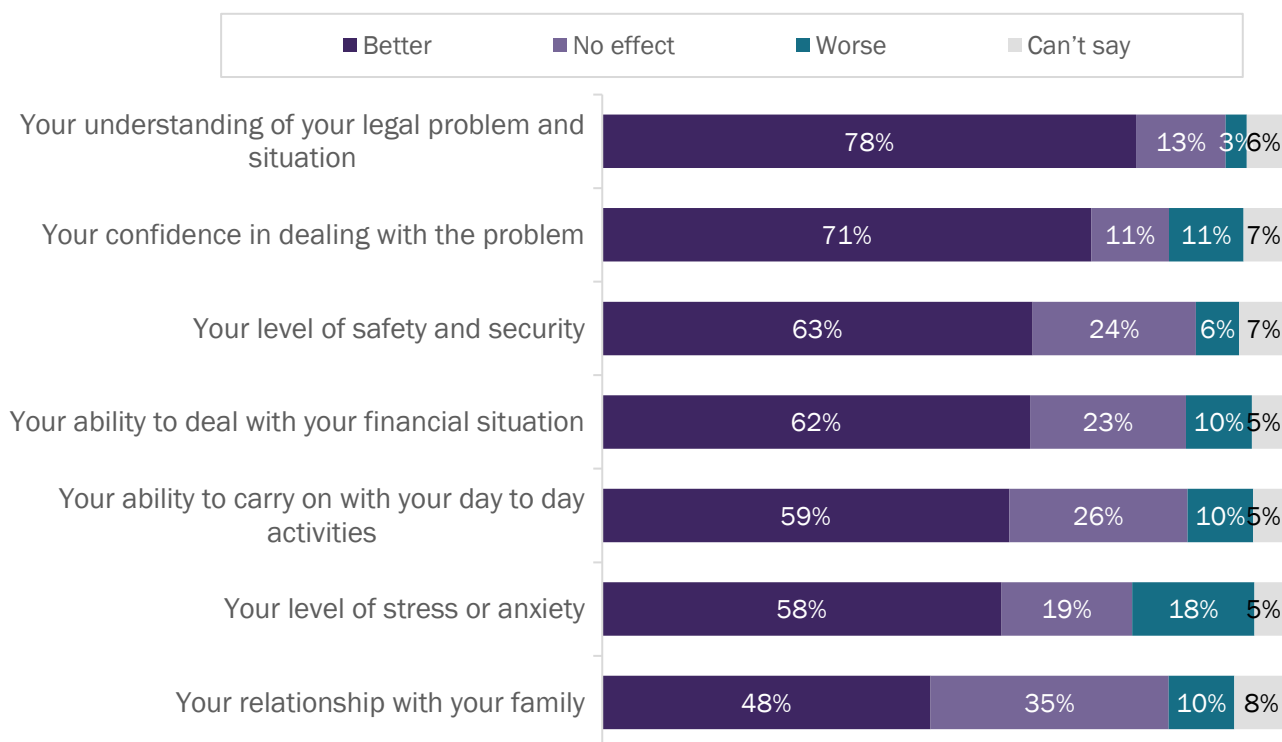
### 3.3 Impact of legal assistance

Almost 4 in 5 (78%) respondents noticed an improvement in their understanding of their legal problem, and 71% felt they were more confident in dealing with their legal problem after receiving legal help. Clients were less likely to report feeling better about their personal circumstances. Less than half (48%) reported an improvement in family relationships, 58% reported feeling better about stress and anxiety, and 59% said they perceived an improvement in their ability to deal with day to day tasks. Almost 2 in 5 (18%) clients felt worse about their level of stress and anxiety after receiving assistance from a lawyer, significantly higher than the other key aspects.

Legal Aid NSW is clearly having a favourable effect on how most clients cope with their legal problem with 88% of clients saying that it helped with at least one aspect of their life, 2 in 3 (67%) respondents saying that it helped with 4 or more aspects and 3 in 4 (74%) saying that the service didn't worsen any particular aspect.

However, while the service has a positive impact on most clients, clients with certain needs, such as respondents with disabilities, had much worse experiences. 1 in 5 (20%) of respondents with disabilities reported that they had experienced no improvement in any aspects (c.f. 11% respondents without disabilities) and 18% had at least one aspect worsened without betterment to any other aspect (cf. 7% of those without disabilities). Despite that, those who experienced the most difficulties make a small portion of Legal Aid NSW clients. Those providing the service need to be mindful that some disadvantaged clients may feel negatively affected and need to consider how to provide additional assistance to these clients.

**Figure 9: Impact of assistance received from Legal Aid NSW**



Q32a-g. Now, I will read you some aspects of help you may have received so far from Legal Aid NSW?  
Base: all respondents (n=1393)

In-house and private practice lawyers were more effective in different aspects of assistance. In broad terms, it appears that in-house lawyers are more effective in assisting legal aspects of a client's situation, while private lawyers outperformed in assisting with the personal aspects of the situation.

In-house lawyers were more effective in helping clients with: understanding their legal problem (81%; cf. private lawyer 77%); confidence dealing with the problem (73%; cf. private lawyer 71%); and level of safety and security (64%; cf. private lawyer 62%).

Private lawyers were more effective in helping clients with: their ability to deal with financial situation (63%; cf. in-house 58%); their relationship with family (49%; cf. in-house 42%); and their ability to carry on with day to day activities (60%; cf. in-house 54%).

The data shows a significant increase in perceived positive impact of legal help compared to 2017. After receiving help, in-house clients in 2019 were more likely to report the legal help they received had a positive impact on their personal circumstances compared to in 2017. The aspects of safety and security, and dealing with financial situations, saw the greatest improvements in 2019, with a 16% and 15% increase respectively.

Figure 10: Impact of lawyer in specific aspects vs 2017

Aspect of help	% in 2019	% in 2017	Change in %
Your understanding of your legal problem and situation	81	77	+4%
Your confidence in dealing with the problem	73	72	+1%
Your level of safety and security	64	48	+16%
Your ability to deal with your financial situation	58	43	+15%
Your level of stress or anxiety	58	56	+2%
Your ability to carry on with your day to day activities	54	46	+8%
Your relationship with your family	42	35	+7%

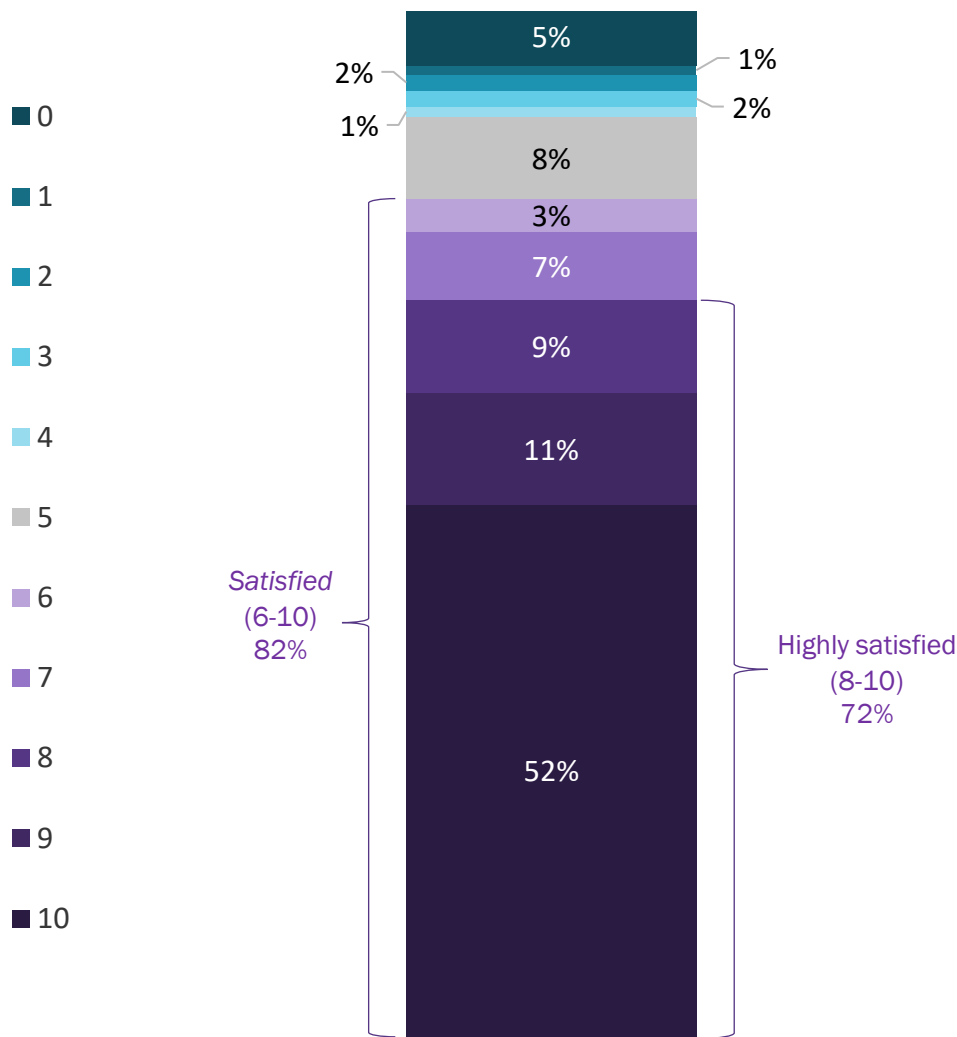
Civil law clients were the most likely to feel better after receiving help on most of the aspects, in particular, their understanding of the legal problem and situation (87%; cf. family 78%, criminal 77%), and their level of stress and anxiety (72%; cf. family 58%, criminal 57%). Family law clients were most likely to feel an improvement with their family relationships after receiving help (49%; cf. civil 45%, criminal 46%) – however this still only applies to less than half of the respondents. They were also far more likely than civil law clients to feel worse about their family relationships after receiving help (10%; cf. civil 2%, criminal 10%). There was no aspect of help where criminal law clients were most likely to feel an improvement in their situation.

## 4. Legal Aid NSW Lawyer

### 4.1 Overall satisfaction

72% of respondents cited themselves *highly satisfied* with the service provided by their Legal Aid NSW lawyer, and over half (52%) offered the maximum score of 10. 1 in 5 (18%) were *moderately satisfied* (5-7/10) with the service, and 10% of clients were *dissatisfied*. Over 4 in 5 (82%) were *satisfied* with their lawyer, and the average satisfaction score of all respondents is 8.1.

Figure 11: Overall satisfaction with lawyer's service



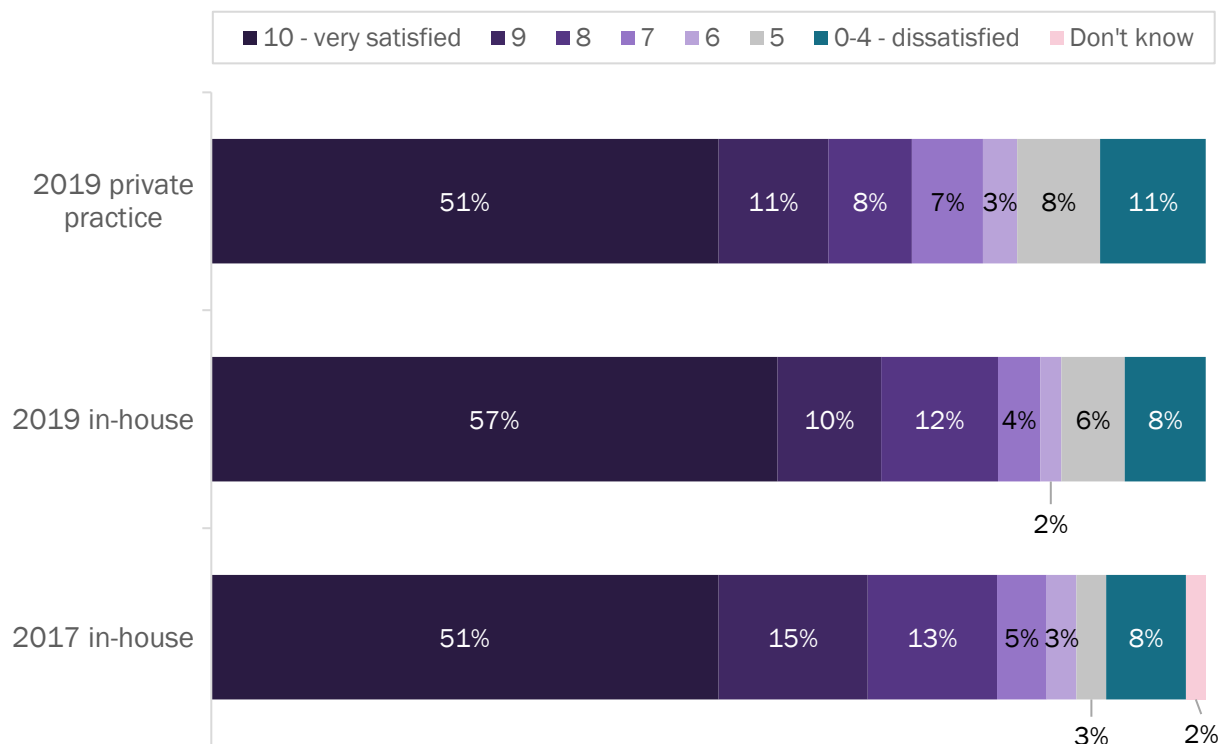
Q30. How *satisfied* were you overall with the service you received from the Legal Aid NSW lawyer? On the scale where zero means very *dissatisfied* and ten means very *satisfied*  
 Base: all respondents (n=1400)

More than 4 in 5 (85%) in-house clients were *satisfied* (based on score of 6-10) with services received from their Legal Aid NSW lawyer. This presents a marginal decrease when compared to the 87% who were *satisfied* in 2017.

Clients were consistently happier with in-house lawyer services. Clients with in-house lawyers were more likely to be *highly satisfied* with their lawyer, with 79% providing a score of 8 or higher (cf. private lawyer 70%). In-

house lawyer clients were more likely to be *satisfied* (85%; cf. private lawyer 81%), were less likely to be *dissatisfied* (8%; cf. private practice 11%) and provided a somewhat higher average lawyer score of 8.4 (cf. private lawyer 8.0). The satisfaction differences between in-house and private lawyers is statistically significant.

Figure 12: Satisfaction with lawyer's service vs 2017



Q30. How *satisfied* were you overall with the service you received from the Legal Aid NSW lawyer? On the scale where zero means very *dissatisfied* and ten means very *satisfied*  
 Base (2019): all respondents (n=1400); In house (n=644), Assigned (n=756)

Civil law clients were significantly more likely to be *highly satisfied* (84%; cf. criminal 74%, family 70%), *satisfied* (87%; cf. criminal 84%, family 80%) and provided much higher scores for their lawyers (average 8.8; cf. criminal 8.2, family 8.0). Civil law clients were half as likely to be *dissatisfied* with their lawyers, with only 1 in 20 (5%) *dissatisfied* (cf. criminal 9%, family 11%).

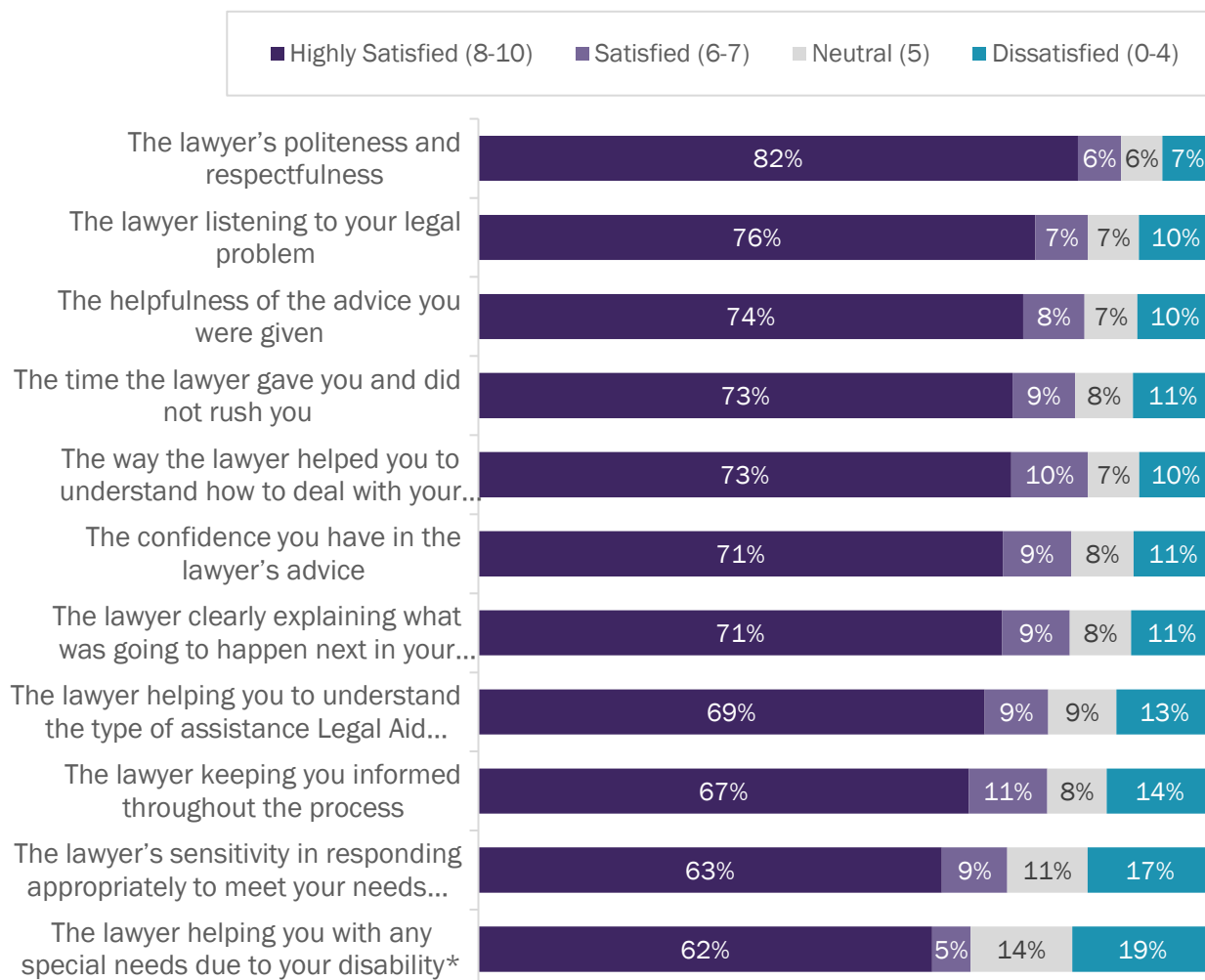
Clients with a disability are less likely to be *highly satisfied* (64%; cf. no disability 73%), and over twice as likely to be *dissatisfied* (19%; cf. no disability 9%) with their lawyer's services. They also provided a significantly lower average lawyer satisfaction score of 7.4 (cf. no disability 8.2).

## 4.2 Service received

Each aspect of the lawyer's service saw a large proportion of clients feeling *highly satisfied* (excluding the aspects specific to clients with cultural or disability considerations). Generally speaking, clients are more likely to be *satisfied* with the conduct of their lawyer as opposed to the provision of information (excluding the aspects specific to clients with cultural or disability considerations).

Amongst clients with personal and cultural needs, only 63% were *highly satisfied* with their lawyer's sensitivity with cultural aspects. Similarly, only 62% of those with a disability were *highly satisfied* with the assistance of their lawyer regarding these special needs.

Figure 13: Satisfaction with specific aspects of lawyer's service



Q28. Now, I will read you some statements about your current Legal Aid NSW lawyer who is dealing with your problem. For each please tell me how *satisfied* you were with aspects of the service you received from your lawyer?

Base: all respondents (n=1400)

\*\*Base: all who answered that they had cultural needs to consider [Q7=1] (n=301)

\*Base: all who answered that they believed they had a disability [Q10=1] (n=193)

In-house lawyers held higher average satisfaction scores in all above aspects and in-house lawyer clients were more likely to be *highly satisfied* in all aspects except assisting clients with disability on their special needs. While only marginally stronger in most aspects, clients of in-house lawyers were notably more likely to be *highly satisfied* with an in-house lawyer's ability to explain the type of assistance Legal Aid NSW could provide (75% and 8.2; cf. private lawyer 68% and 7.8) and keep the client informed throughout the process (72% and 8.0; cf. private lawyer 66% and 7.7).

However, clients with disability were significantly more likely to be *dissatisfied* with in-house lawyer's ability to help with special needs (26%; cf. private lawyer 17%) and offered a somewhat lower average satisfaction score (6.9; cf. private lawyer 7.3).

Looking at the performance ranking of these items over time, there has no noticeable change in order over time. The lawyer's politeness and respectfulness remain the strongest aspect of service, and their ability to address special needs of clients with a disability remains the weakest aspect.

In every single service category, civil law clients were the most likely to be *highly satisfied*, and least likely to be *dissatisfied*, and held the highest average score. In the weaker service categories, this difference in satisfaction is most extreme. Civil law clients were much more likely to be *satisfied* with the lawyer's ability to keep them informed (79%; cf. family 65%, criminal 69%) and the lawyer's explanation of the Legal Aid NSW services available (80%; cf. family 67%, criminal 71%).

Criminal law clients were much less likely to be *highly satisfied* or *satisfied* with their lawyer's ability to meet personal or cultural needs (*highly satisfied*; 57%; cf. civil 74%, family 65% - *satisfied*; 66%; cf. civil 80%, family 74%), and lawyer's ability to help with special needs due to disability (*highly satisfied*; 54%; cf. civil 72%, family 65% - *satisfied*; 63%; cf. civil 72%, family 69%).

Those with disabilities were significantly more likely to be *dissatisfied* with most aspects of the lawyer's service. This includes their lawyer's ability to assist them in understanding how to deal with their legal problem (19%; cf. no disability 9%), and provided a much lower satisfaction score (7.3; cf. no disability 8.2), their lawyer's patience and time given (22%; cf. no disability 9%), and their lawyer listening to their problem (23%; cf. no disability 8%).

Clients who used an interpreter were also consistently less *satisfied* with every aspect of their lawyer's service, but to a much smaller extent. They were much less likely to be *highly satisfied* with their lawyer's ability to listen to their legal problem (59%; cf. no interpreter 76%).

## 4.3 Perceptions

### Meeting personal or cultural needs

The lawyer's ability to meet specific cultural needs has been cited as a weaker service aspect in Q28. However, 71% of clients with personal or cultural needs nonetheless agree that their needs are met. More than 2 in 5 (41%) of these strongly agree that this is the case, and 1 in 5 (19%) disagree that their needs are being met. 10% of respondents were unsure or declined to comment on this matter.

Clients with in-house lawyers are more likely to agree that their needs are being met (74%; cf. private lawyer 70%). Those assigned to private lawyers are not more likely to disagree with this statement (19%; cf. in-house 20%), but they are more likely to be unsure or have declined to comment (11%; cf. in-house 7%). Civil lawyers much stronger in meeting personal/cultural needs. More than 4 in 5 (82%) of civil law clients agree that their personal or cultural needs are being met (82%; cf. family 72%, criminal 65%). Criminal law clients are least likely to agree, and most likely to be unsure (13%; cf. civil 5%, family 9%).

Clients requiring an interpreter were much more likely to agree that their cultural or personal needs were met by their lawyer (81%; cf. no interpreter 70%). More than 3 in 4 (77%) Aboriginal clients assigned to a private lawyer agree that their cultural and personal needs are met – significantly higher than the 60% rate of those with in-house lawyers. Respondents with a disability are less likely to feel as if cultural or personal needs were met, with only two thirds (68%) in agreement (cf. no disability 78%).



## Meeting expectations

53% of clients had a lawyer that exceeded their expectations, with a third (32%) asserting that their lawyer was much better than expected. 14% were assigned a lawyer who did not meet their expectations, and 3% of respondents were unsure. 3 in 5 (59%) clients with in-house lawyers had their expectations exceeded, compared to 52% of those assigned to private lawyers. Additionally, those assigned to private lawyers were significantly more likely to find their lawyer worse than expected (16%; cf. in-house 10%).

With 60% of clients having their expectations exceeded in 2017, this remains consistent with in-house results for 2019 (59%). However, the 34% of in-house clients found their lawyer much better than expected in 2019, up from 30% in 2017. While there were improvements with the proportion of clients finding their lawyer much better, there was a slight increase in the proportion who found their lawyer worse than expected (10%; cf. in 2017, 8%).

Consistent with lawyer satisfaction metrics of Q30, civil law clients are significantly more likely to find their lawyer exceeding their expectation (71%; cf. family 51%, criminal 54%). Almost half (48%) of civil law clients expressed that their lawyer was much better than expected (cf. family 31%, criminal 34%). Family law clients were twice as likely to find their lawyer worse than expected (17%; cf. civil 7%, criminal 9%).

Clients who used an interpreter are much more likely to have their expectations exceeded, this being true for over two thirds of cases (69%; cf. no interpreter 53%). Conversely, respondents with a disability were less likely to have expectations exceeded (46%; cf. no disability 54%) and were twice as likely to find their lawyer much worse than expected (11%; cf. no disability 6%).

## Comments about lawyer and service provided

Over half (52%) of clients had positive things to say about their lawyer or service received. A third (33%) of all comments were categorised as generic praise for the lawyer or service including compliments for their lawyer's conduct, specifically the display of sympathy or supportiveness (12%), and respectful or polite personality (9%). 8% of clients gave compliments on the lawyer's ability explain and inform on questions, and 5% praised the lawyer's experience, skill and knowledge.

A quarter (25%) of clients had negative comments. These were focused on poor communication (7%), uncaring or unsupportive conduct (6%), and an unskilled and/or inexperienced lawyer (3%). 5% of clients left generic negative comments. Over a quarter (26%) of respondents did not provide positive or negative comments about their lawyer or services received.

Clients with private lawyers more likely to have negative comments. A quarter (26%) of clients assigned to a private lawyer left a negative comment, compared to a fifth (21%) of clients with an in-house lawyer. Apart from the leaving of generic negative comments (private lawyer 6%, cf. in-house 3%), there were no standout differences in the nature of the negative feedback by lawyer type.

Clients with in-house lawyers were more likely to make a generic positive comment (36%; cf. private lawyer 32%), to note that their lawyer was understanding, sympathetic or supportive (14%; cf. private lawyer 11%), and say that their lawyer explained clearly or was informative (10%; cf. private lawyer 7%).

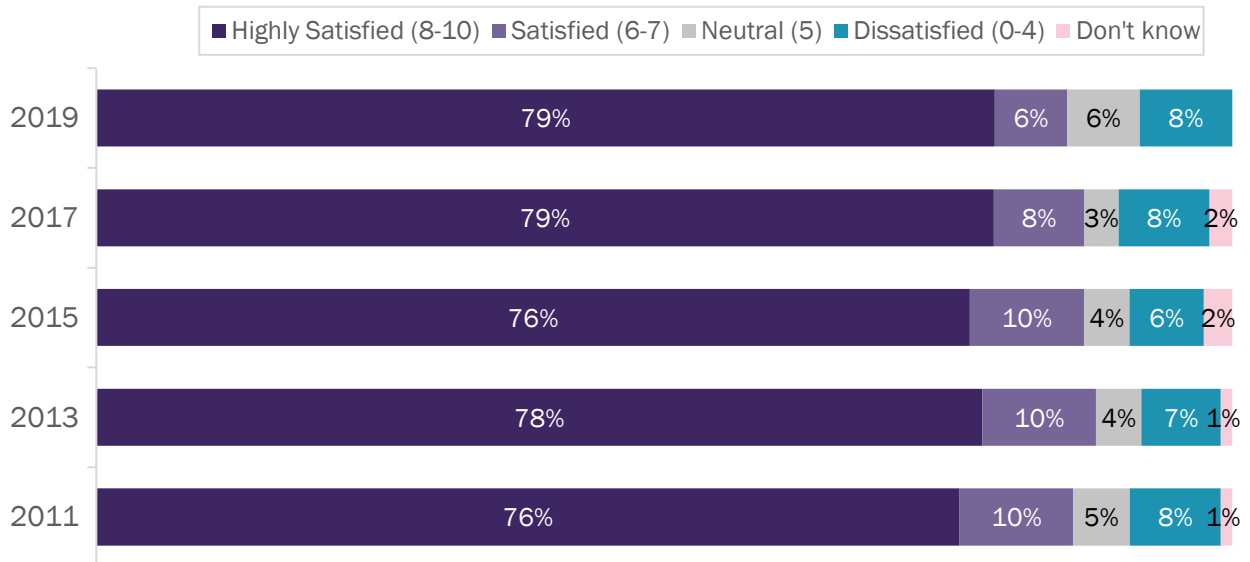
Almost 2 in 3 (63%) civil law clients made a positive comment about the lawyer and their services. This is higher than for clients with a family case (50%) or criminal case (55%). Civil law clients were more likely to find their lawyer understanding, sympathetic or supportive (15%; cf. family 10%; criminal 14%) and skilled at explaining clearly or in detail (12%; cf. family 8%, criminal 6%).

## 4.4 Trends

### Satisfaction with lawyer

85% of clients were *satisfied* with their lawyer in 2019 – a marginal decrease from 2017 (87%) and the average since 2011 (87%).

Figure 14: Overall satisfaction with in-house lawyer over time (2011 – 2019)

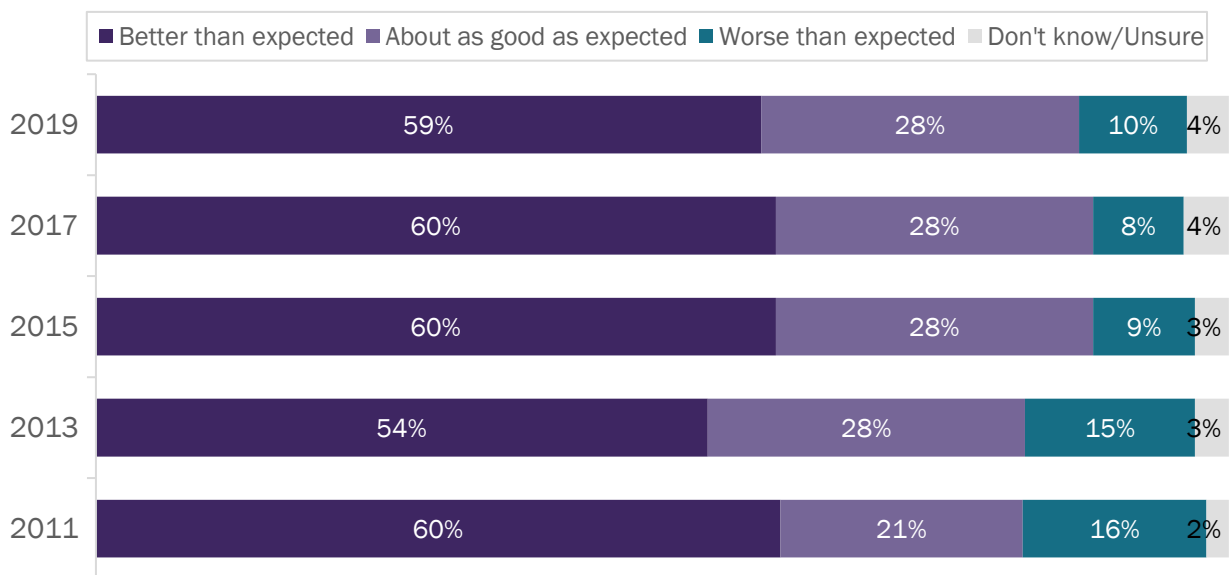


Q30. How *satisfied* were you overall with the service you received from the Legal Aid NSW lawyer? On the scale where zero means very *dissatisfied* and ten means very *satisfied*  
 Base (2019): in-house respondents (n =644), 2017 (n=690) / Base (2017): all respondents (n=690)

### Meeting expectations

3 in 5 (59%) of clients with in-house lawyers in the 2019 survey had their expectations exceeded. This is consistent with 2017 (60%), and the average since 2011 (59%).

Figure 15: Actual vs expected in-house lawyer performance over time (2011 – 2019)



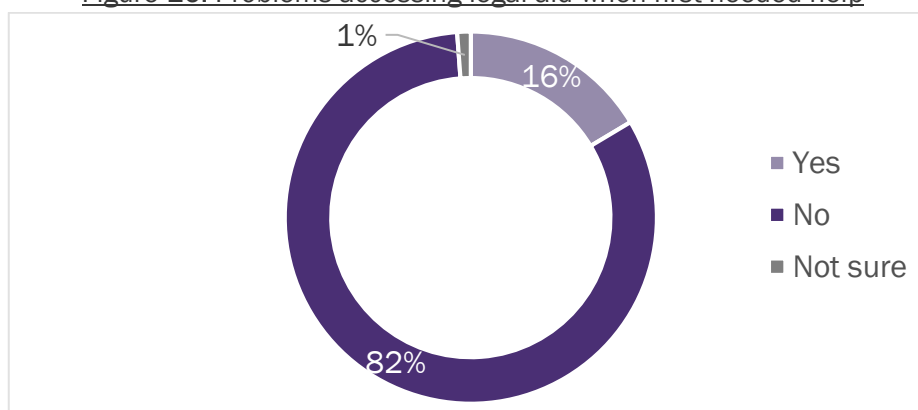
Q29. Would you say the service you received from the lawyer was? Better, worse than expected or about as good as expected?  
 Base (2019): in-house respondents (n=644) / Base (2017): all respondents (n=690)

## 5. Access to Legal Aid NSW and Services

### 5.1 Difficulties accessing Legal Aid NSW

Over 4 in 5 (82%) clients did not encounter any problems when accessing Legal Aid NSW for the first time, and only 16% indicated that they encountered some difficulty.

Figure 16: Problems accessing legal aid when first needed help



Q3. Did you have any problems accessing Legal Aid NSW when you first needed help?  
Base: all respondents (n=1400)

Family law clients are more likely to have trouble initially accessing Legal Aid NSW. 18% of family law clients reported that they had some difficulty accessing Legal Aid NSW for the first time. This is somewhat more likely than civil law clients (15%) and criminal law clients (13%).

Clients with personal and cultural needs were significantly more likely to encounter difficulty. Clients that required an interpreter and those who had a disability were significantly more likely to have encountered difficulties when first accessing Legal Aid NSW for assistance. Almost half (46%) of clients requiring an interpreter encountered difficulty – this group is three times as likely compared to those who did not use an interpreter (16%). Clients with a disability were somewhat more likely than those without to encounter difficulty with accessing Legal Aid NSW for the first time (22%; c.f. 16% of those without disability).

### 5.2 Difficulties experienced

Communication-related issues were the most common difficulties experienced, with 2 in 5 clients facing this issue when they first needed help. 3 in 10 (29%) clients were told they did not qualify for legal aid and considered this a barrier to access. 9% of clients were uncertain about the application process, and 8% of respondents labelled an issue with location.

Of clients who found difficulty with access, civil law clients were slightly more likely to find communication an issue (44%; cf. family 41%, criminal 39%). Criminal law clients were more likely to have difficulty with staff, finding them unsympathetic or unhelpful (13%; cf. civil 4%, family 5%) and not understanding of their problem (9%; cf. civil 7%, family 6%).

Aboriginal clients, clients who used an interpreter and clients with a disability were all much more likely to report communication as a barrier. More than half (56%) of Aboriginal clients reported this (cf. non Aboriginal 38%). 3 in 5 (59%) clients who used an interpreter had communication issues when first accessing Legal Aid NSW (cf. no interpreter 40%); and similarly, 3 in 5 (58%) clients with a disability had difficulties with communication (cf. no disability 38%).

## 6. Access to services

### 6.1 Accessibility of location

Over 4 in 5 (81%) clients found their lawyer's office easily accessible. Slightly less than half (46%) of all clients agree, and more than a third (35%) strongly agree to this. 14% of clients did not find their lawyer's office easy to reach, and 5% of respondents were unsure or declined to comment. There were no differences between the office accessibility of in-house or private lawyers.

Civil law clients were less likely to agree that their lawyer's office was easy to get to (71%; cf. family 82%, criminal 80%). They were significantly more likely to be either unsure or declined to say regarding physical accessibility (12%; cf. family 3%, criminal 7%).

Respondents with a disability were significantly less likely to agree that their lawyer's office was accessible (69%; cf. no disability 83%). This is even more substantial when considering those with mobility disabilities – only half (50%) of this sub-group agreed that their lawyer's office was easy to get to (cf. no mobility disability 82%).

### 6.2 Personal or cultural needs

Over 4 in 5 (82%) clients reported that they did not have any personal or cultural needs that needed to be specially considered. 17% of respondents did, and less than 1% were unsure or declined to say. We suspect that there are many personal and cultural needs which are not reported by respondents for this (and the subsequent) question). For example, just 4 respondents reported experiencing violence at home, school or work in Q7/Q8 – whereas 51 women contacted the Women's Domestic Violence Court Advocacy Service (WDVCAS) prior to Legal Aid NSW.

Clients of in-house lawyers more likely to have special considerations. A quarter (26%) of clients with in-house lawyers had personal or cultural needs to be considered. This is significantly higher than those assigned to private lawyers (15%).

Civil law clients most likely to have personal or cultural needs. More than a third (35%) of clients with civil cases reported they required consideration of personal or cultural needs – more than twice as likely compared to those with family (15%) or criminal (19%) cases. However, it is important to note that this is a self-reported statistic. Due to the nature of their cases, clients in family or criminal law may be less likely, or less willing to disclose personal needs, and thus be underrepresented in this statistic.

Disability and communication constitute a majority of personal or cultural needs. Mental health was most common, constituting over a third (34%) of all types of needs. This was followed by the need for an interpreter (23%), long term physical disability (22%) and communication difficulties (14%). Only 4% of respondents with special considerations needed cultural support from elders or community leaders, and only 1% had religious needs.

Of respondents who indicated they have personal or cultural needs, civil law clients were significantly more likely to have long term disability as the need (41%; cf. family 17%, criminal 22%), and were more likely to require an interpreter (32%; cf. family 24%, criminal 16%). Criminal law clients were most likely to have mental health as a need (38%; cf. civil 21%, family 33%), and least likely to require an interpreter, or have difficulty reading or understanding (8%; cf. civil 14%, family 17%).

## 6.3 Interpreter requirements

61% of respondents who indicated needing an interpreter asked Legal Aid NSW to provide one. Therefore, 2 in 5 (39%) clients who during the survey, indicated needing an interpreter did not ask for one when interacting with Legal Aid NSW.

A quarter (24%) of those who asked Legal Aid NSW for an interpreter did not end up engaging interpreter services throughout their case. Of all clients who indicated needing an interpreter, clients with disability were less likely to have asked for one (44%; cf. no disability 68%).

More than 9 in 10 (93%) clients who asked Legal Aid NSW for an interpreter were *satisfied* with the way their request was handled, with a third (32%) reporting that it was dealt with very well. 6% of these respondents felt that their request wasn't handled well enough, and only 2% said their request was handled poorly or worse.

Of the clients who asked for an interpreter, every single one (100%) assigned to a private lawyer was *satisfied* with the way Legal Aid NSW handled their request, reporting it was handled either well enough or very well (cf. in-house 79%). However, clients assigned to in-house lawyers were more likely to specifically remark that their request was handled *very well* (44%; cf. private lawyer 25%).

## 6.4 Clients with a disability

Of the clients who indicated having personal or cultural needs, 67% considered themselves to have a disability of some sort. 4 in 5 clients (who indicated having personal or cultural needs) with a criminal case considered themselves to have a disability (cf. civil 68%, family 60%).

Almost 2 in 3 (65%) clients who reported having a disability indicated that it is cognitive in nature. 37% of clients report having a mental or psychiatric disability, 18% have a learning or reading disability and 10% indicate having an intellectual disability. A third (32%) of clients with a disability have one which is physical in nature, with 18% specifying a mobility issue and 18% another type of another type of physical disability.

1 in 3 (33%) clients with personal or cultural needs reported having a disability, and a further third (33%) of this subset reported that they had trouble accessing Legal Aid NSW services due to that disability. Note that this does not necessarily cover difficulties accessing Legal Aid NSW services in general. Of those civil law clients, less than a quarter (24%) of clients with disability reported having difficulty due to said disability (cf. family 33%, criminal 36%).

Of clients who had trouble accessing Legal Aid NSW due to disability, 58% felt that their difficulties were handled satisfactorily (43% 'well enough', 15% 'very well'), and 30% of clients felt their difficulties were handled poorly (13% 'poorly' and 17% 'very badly'). 6% did not rate Legal Aid NSW's treatment on this scale. When compared to Legal Aid NSW's total client sample, only 1.19% of clients had difficulties due to disability that were handled poorly or worse. This is somewhat lower than the 1.59% in 2017. Family law clients were the least happy with how difficulties were handled. A third (33%) of clients with disability reported that their difficulties due to disability were handled poorly or very badly (cf. civil 22%, criminal 28%).

Most suggestions of improvement relate to a better understanding. While better support for problems (29%) and disabled parking (12%) were common issues, almost 3 in 5 (57%) outlined suggestions that can be implemented with better understanding and supportive consideration. This included feedback to understand better/give more time (35%), be more knowledgeable about disabilities (24%), and be more sympathetic (23%).

## 7. Pathways to the Service

### 7.1 Services contacted

#### Other organisation, people or resources considered

Most clients did not contact other organisations prior to Legal Aid NSW, with less than 2 in 5 (37%) clients saying that they contacted or looked into other organisations, people or resources prior to Legal Aid NSW.

#### Number of other organisations, people or resources considered

Of the clients who looked for additional sources of help, more than half (56%) just looked at one additional source and 30% looked at two or three, and 11% looked at more than four. Excluding those who are unsure, clients looked into or contacted an average of 2.0 sources prior to Legal Aid NSW.

#### Which other organisations, people or resources considered

For clients who examined other resources, almost two thirds (64%) contacted some sort of legal support service, with a third (35%) having some engagement with the Law Society of NSW. 16% contacted a community organisation, and 12% sought their community legal centre for help. 6% of clients contacted family or friends for help.

### 7.2 Timeframe

Clients were either very quick or relatively slow in seeking assistance from Legal Aid NSW. While 2 in 5 (42%) clients sought help within the first week of their legal problem, 30% took longer than 3 months to begin addressing their issue, and 13% waited longer than a year. Given this, after discovery of a legal problem, the average time taken to contact Legal Aid NSW was 3.5 months.

Criminal law clients were much more likely to seek help immediately with almost 3 in 5 (57%) doing so (cf. civil 31%, family 37%). Criminal law clients were on average three times as fast (1.6 months) as civil law clients (4.8 months) or family (4.3 months) in seeking legal help. Only 4% of criminal law clients left their problem for more than a year (cf. civil 19%, family 17%).

Respondents with a disability were significantly more likely to leave their legal problem unaddressed for over a year (22%; cf. no disability 12%). They consequently had a higher average timeframe before seeking legal help, at 4.8 months (cf. no disability 3.4 months).

### 7.3 Usage of Legal Aid NSW website

A third (34%) of clients used the website before contacting Legal Aid NSW. Over a third (36%) of clients served by private lawyers accessed the website prior to contacting Legal Aid NSW, which is higher than those with in-house lawyers (22%). 2 in 5 (41%) family law clients accessed the website before contacting Legal Aid NSW – significantly more than civil (21%) or criminal law clients (20%).

Aboriginal clients were significantly less likely to have accessed the website before contact, with only a quarter (25%) doing so (cf. non Aboriginal 35%). Clients requiring an interpreter were almost half as likely to have accessed the website (18%; cf. no interpreter 34%) and clients with a disability were also less likely to have used the website (27%; cf. no disability 34%).

## 8. Application Form

### Applying for Legal Aid NSW

54% of all clients filled out an application form for legal aid entirely themselves, and a third (32%) made an application through a lawyer. 11% of clients received assistance from other people in filling out an application form. Aboriginal clients, those requiring an interpreter and clients with a disability were all significantly more likely to have received assistance from 'someone else' in completing their Legal Aid NSW application.

Clients with civil cases are less likely to complete form themselves (24% cf. family 53%, criminal 57%), and were significantly more likely to have someone else assist or complete the form for them (27%; cf. family 10%, criminal 11%). Criminal law clients were significantly more likely to have a duty lawyer fill out their form (6%; cf. civil 1%, family 1%).

Almost 2 in 5 Aboriginal clients were helped by someone else (18%; cf. non Aboriginal 10%). Clients requiring interpreter were three times as likely to receive aid from someone else with their application (30%; cf. no interpreter 11%), and almost a quarter (23%) of clients with a disability were helped by someone else (cf. no disability 10%).

### Help needed

Almost all who needed help with form received appropriate assistance. Reasonably consistent with the proportion of clients who self-completed their application form, over half (55%) did not need any help. Within the subset of clients who needed help in their application (45%), over 9 in 10 (94%) received the help they needed.

### Sources of help

Amongst the clients who required help with their application, more than a third (36%) received help from a Legal Aid NSW lawyer. This was followed by support from a friend or family member (21%) and a private lawyer (20%). 3% of clients were unable to find anyone to assist them with their application form.

### Difficulty of filling in the application form

More than half (56%) of clients found the application form 'easy enough' to complete, and an additional 1 in 5 (20%) found it 'very easy'. 13% said the form was not easy enough to complete, and 1 in 10 (11%) found the process difficult. There is statistically significant difference between the proportion of clients with in-house lawyers finding the form sufficiently easy (82%; cf. private lawyer 75%).

Clients with disability and clients who required an interpreter found the form much harder to complete. This correlated with the relatively high proportion of these clients requiring help with their application. Less than half of respondents requiring an interpreter found the form easy (46%; cf. no interpreter 77%) and they were almost four times as likely to have found it difficult (41%; cf. no interpreter 11%). 1 in 5 (20%) found the form much too difficult – ten times the likelihood of those without an interpreter (2%). Half of those with a disability found the form easy (50%; cf. no disability 69%). A third reported that the application form was difficult to complete (32%; cf. no disability 9%) but a relatively low proportion found it much too difficult (6%; cf. those who used an interpreter 20%).

### Difficulties with the application form

With 2 in 5 (41%) clients finding questions difficult to understand, and a further quarter (26%) finding it difficult to identify the information needed, comprehension difficulties are the most common reasons behind difficulty in completing the form. A smaller proportion (16%) reported the time required as a key difficulty, and only 13% found trouble providing or obtaining supporting documents.

## 9. Grants Application and Grants Staff

### 9.1 Grants application

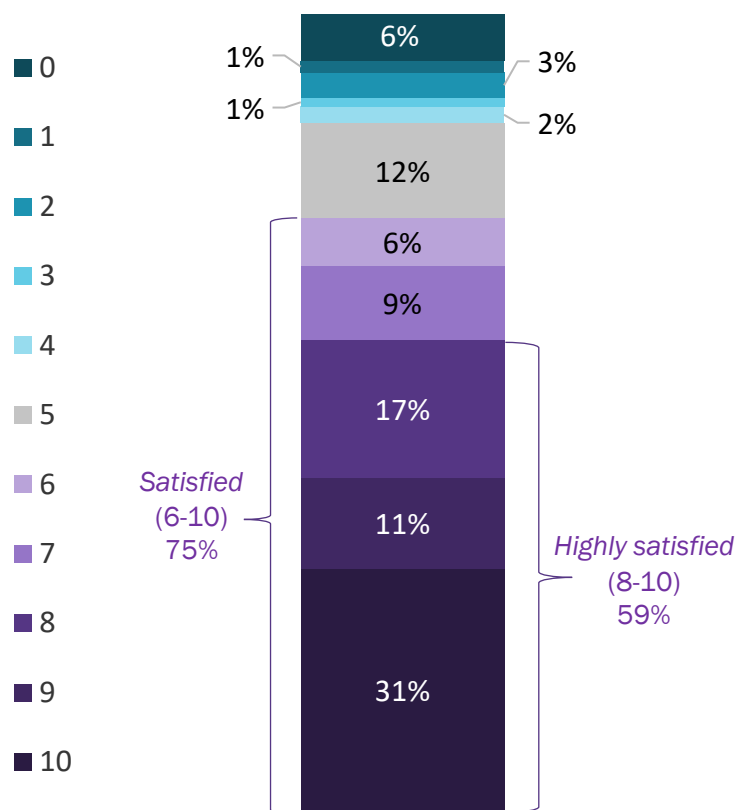
#### Contacted Legal Aid NSW to discuss grant application

33% of clients reported that they contacted Legal Aid NSW regarding their grant application, 63% of clients said they did not, and 4% were unsure if they contacted Legal Aid NSW on this matter.

#### Satisfaction with staff when in contact about their grant application

3 in 5 (59%) clients who were in contact with Legal Aid NSW staff about their application for legal aid were *highly satisfied* with the staff member they spoke to. A quarter (27%) were *moderately satisfied* (5-7/10) and 14% were *dissatisfied*. A third of clients gave maximum score (10.10) to the staff member. The average satisfaction score for staff contacting about a grant application was 7.3.

Figure 17: Satisfaction with staff contact for grant application



Q21a. How *satisfied* were you overall with the staff who contacted you about your grant application? On a scale from zero to ten, where zero means *very dissatisfied* and ten means *very satisfied*.

Base: respondents who had contact with Legal Aid NSW regarding their grant application [Q21=1] (n=480)

Clients eventually delegated to in-house lawyers were happier with staff. 2 in 3 (65%) clients of in-house lawyers reported being *highly satisfied* with Legal Aid NSW staff contact (cf. private practice 58%). With an average score of 8.4, clients with civil cases rated their grant application contact much higher (cf. family 7.1, criminal 7.6).

Aboriginal clients and clients with a disability were both less *satisfied* with grant application staff than non-Aboriginal clients and clients without disability. Half (51%) of Aboriginal clients were reported as *highly*



satisfied (cf. non Aboriginal 61%). Less than half (44%) of clients with disability were *highly satisfied* (cf. no disability 62%), and they were twice as likely to be *dissatisfied* (26%; cf. no disability 12%).

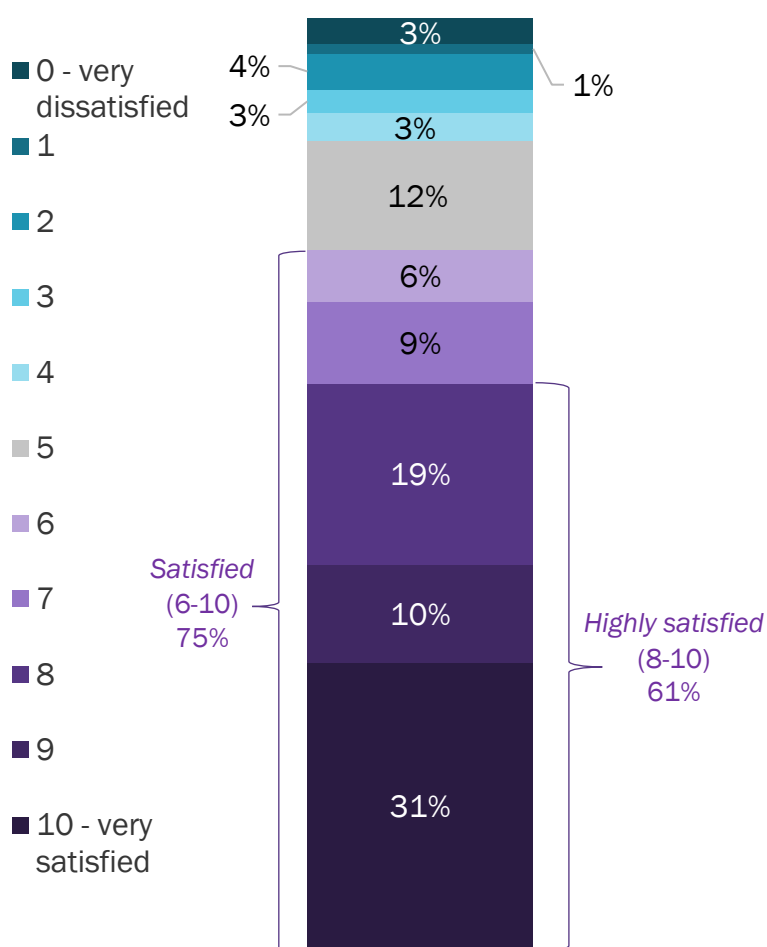
## Contact with the Grants Division

One in four (23%) clients engaged with someone from the Grants Division during their time with Legal Aid NSW. Less than one in five (18%) of clients served by an in-house lawyer contacted the Grants Division, making them somewhat less likely than those assigned to a private lawyer to do so (24%).

## Overall satisfaction with staff from the Grants Division

Satisfaction levels with the Grants Division were very similar to that of Legal Aid NSW staff members who were contacted about grants applications (Q21a). 75% of clients were *satisfied* and 61% of clients were *highly satisfied* with staff from the Grants Division.

Figure 18: Overall satisfaction with staff from Grants Division



Q22a. How *satisfied* were you overall with the staff from the Grants Division? On a scale from zero to ten, where zero means very *dissatisfied* and ten means very *satisfied*

Base: respondents who spoke to someone from the Grants Division [Q22=1] (n=299)

Clients with in-house lawyers were significantly happier with Grants staff. 3 in 4 (74%) clients with in-house lawyers who contacted the Grants Division were *highly satisfied* with the staff (cf. private lawyer 59%). They also provided a significantly higher average score for Grants Division staff (8.0; cf. private lawyer 7.3).

Clients with in-house lawyers were more likely to be *highly satisfied* and *satisfied* with Grants Division staff in 2019 compared to 2017, with a proportion of 3 in 4 (74%) being *highly satisfied* (cf. in 2017, 66%) and

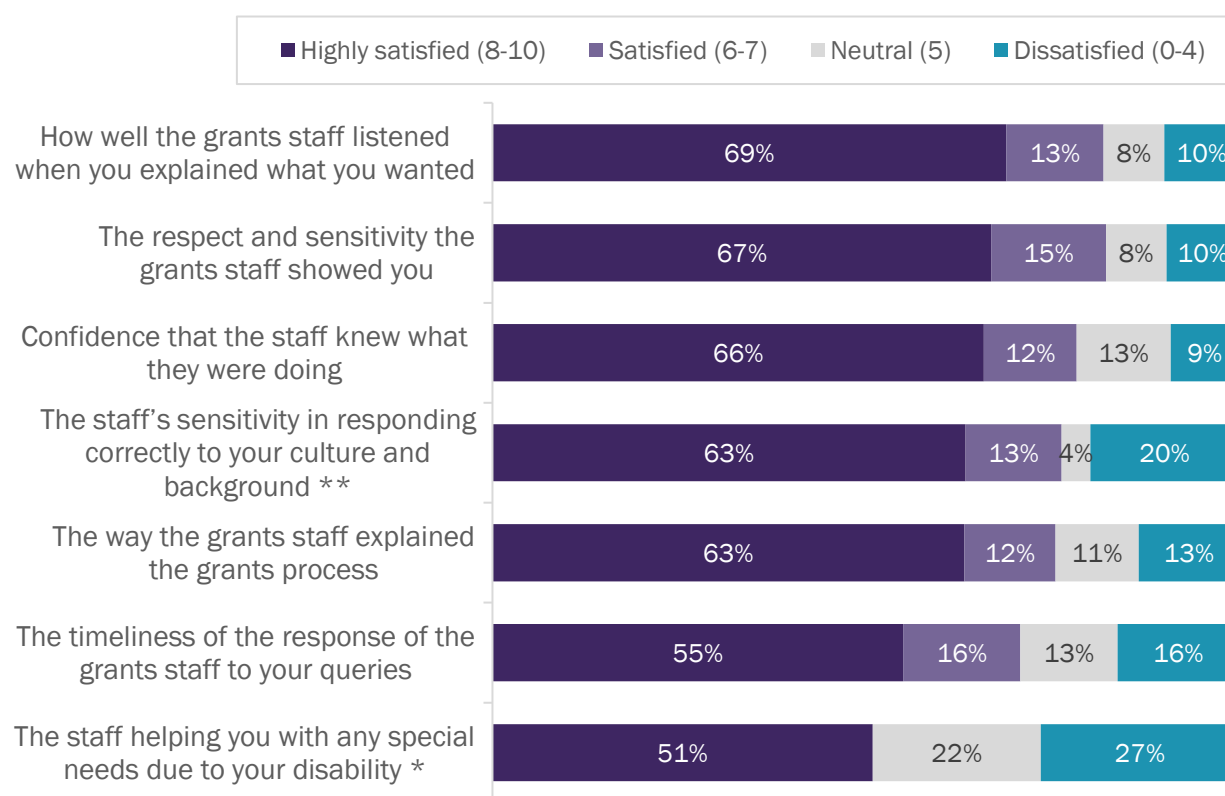
over 4 in 5 (83%) were *satisfied* (cf. in 2017 80%). However, there was a marginal increase in proportion of clients who were *dissatisfied* with the department (11%; cf. in 2017, 9%).

While being the least likely to have contacted the Grants Division (Q22), clients with civil cases were the most likely to be *highly satisfied*, by a large margin (83%; cf. family 59%, criminal 62%). They were also three times less likely to be *dissatisfied* with Grants staff (4%; cf. family 14%, criminal 13%) and provided a much higher average satisfaction score (8.6; cf. family 7.3, criminal 7.4).

## 9.2 Grants staff

Clients were most likely to be *highly satisfied* with the overall behaviour and conduct of Grants staff, specifically praising the listening ability of staff (69%), respect and sensitivity (67%) and confidence (66%). More than 3 in 5 (63%) clients were *highly satisfied* in Grants staff ability to respond appropriately to cultural and background considerations. However, similar to client's assessment of their lawyer's performance, the ability of Grants staff to address special needs due to disability was weaker, with only half (51%) of clients being *highly satisfied*.

Figure 19: Satisfaction with Grants Division staff



Q23 Next, I will read some statements about the Grants Division staff. For each please tell me how *satisfied* you were with aspects of the service you received from Grants staff? Base: respondents who spoke to the grants staff [Q23=1] (n=299) / \*Base: respondents who spoke to the grants staff that also indicated previously they had a disability that Legal Aid NSW needed to consider [Q23=1, Q10=1] (n=41) / \*\*Base: respondents who spoke to the grants staff that also indicated previously that they had a personal or cultural need Legal Aid NSW needed to consider [Q23=1, Q7=1] (n=65)

Civil law clients were more likely to be *highly satisfied* in every single service aspect, often by a large margin. 95% of clients with civil law were *highly satisfied* with the listening ability of Grants staff (cf. family 68%, criminal 68%), and provided an average score of 9.4 (cf. family 7.8, criminal 7.7). 3 in 4 (75%) civil law clients gave the maximum score (10/10) regarding the Grants staff's confidence (cf. family 32%, criminal 37%).

## 9.3 Digital tracker

### Perceived helpfulness of digital tracking tool

75% of clients would find a digital tracking tool helpful regarding their application for legal aid, and over half (52%) state that it would be very helpful. While 2 in 5 clients can't say either way, there were only 6% who directly say that it would not be helpful.

4 in 5 (80%) of family law clients would find the tracking tool helpful (cf. civil 63%, criminal 66%), and 3 in 5 (58%) say it would be very helpful (cf. civil 44%, criminal 41%). While the proportion of clients who would find the tool unhelpful is low for all law types, those with civil or criminal cases are much more likely to be unsure of the tool's utility. A third (33%) of civil law clients and a quarter (25%) of criminal law clients can't say either way (cf. family 16%).

Clients with a disability are much less likely to find the digital tracker helpful, with less than 2 in 3 (62%) saying so (cf. no disability 76%). Clients who engaged an interpreter are also much less likely to find the digital tracker helpful (63%; cf. no interpreter 75%). They are half as likely to think the tool is very helpful (27%; cf. no interpreter 53%).

### Likelihood of using digital tracking tool

As well as believing the tool to be useful, 7 in 10 (69%) clients would likely use the tracker if it existed. 15% of clients remain unsure, and 17% find it unlikely that they will use the tool.

There is an extremely strong correlation between clients who find the tool useful, and the likelihood of using it. This correlation is reflected in all demographic and legal case type segments. However, it is worthy to note that the proportion of clients who would find the tool helpful is consistently higher than the proportion of those who claim they would use it.

Family law clients are significantly more likely to use the digital tracking tool (74%; cf. civil 55%, criminal 59%). While 15% of both civil and criminal law clients indicate that they are very unlikely to use the tracker, only 6% of those with a family case find themselves very unlikely.

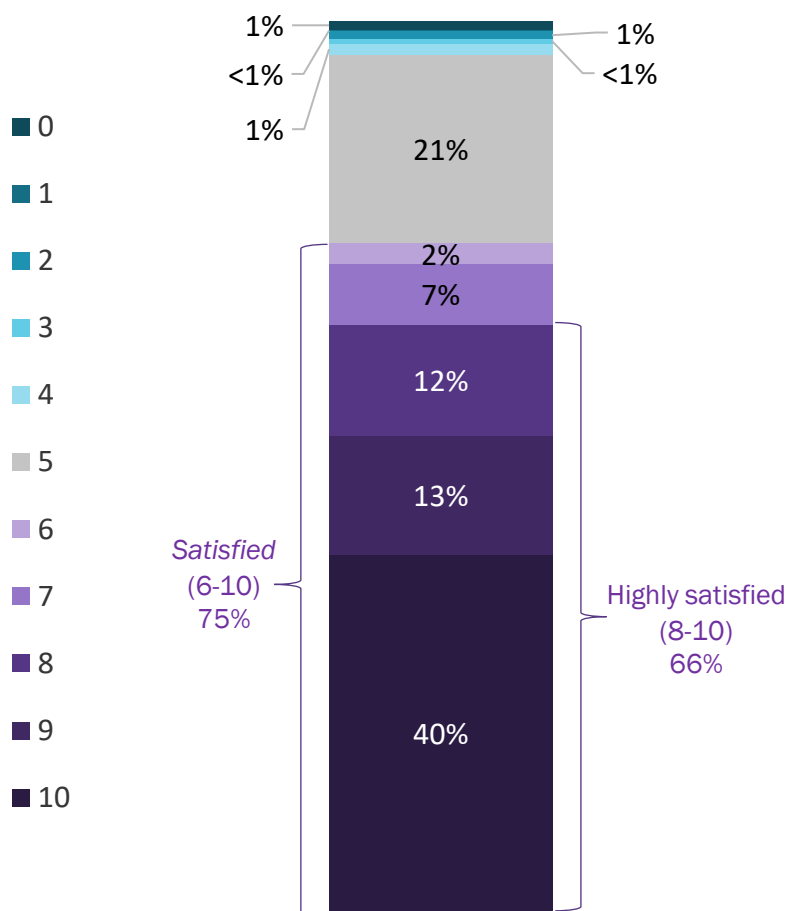
Clients with a disability believe they are much less likely to use the tool if it exists, with a quarter (25%) saying they are unlikely to do so (cf. no disability 16%). While only 2 in 5 (43%) clients who used an interpreter say that they are likely to use the tool (cf. no interpreter 69%), very few of them also say that they are unlikely to use the tracker (11%; cf. no interpreter 17%). Instead, clients with interpreters are significantly more likely to be undecided, with almost half (46%) unable to say either way (cf. no interpreter 14%).

## 10. Administrative and Reception Staff

### 10.1 Overall satisfaction

66% of all clients were *highly satisfied* with the administrative and reception staff at Legal Aid NSW, with 2 in 5 (40%) providing the maximum score (10/10). 3 in 4 (75%) clients were *satisfied* overall, and only 4% of clients were *dissatisfied*. The average satisfaction score for administrative and reception staff was 8.0.

Figure 20: Overall satisfaction with administrative and reception staff



Q26. How *satisfied* were you overall with the service you received from the administrative and reception staff? On the same scale where zero means very *dissatisfied* and ten means very *satisfied*.  
Base: all respondents (n=1400)

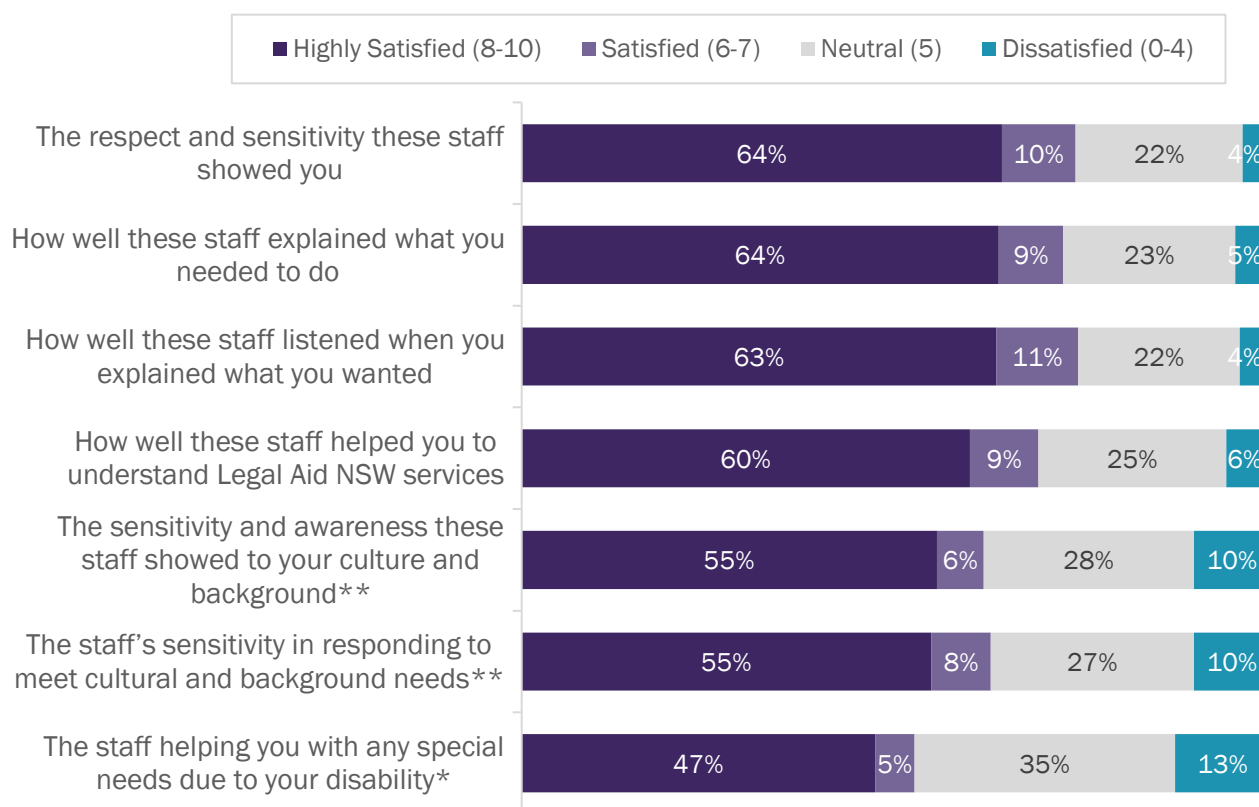
In-house clients more likely to be *highly satisfied*, with almost 3 in 4 (72%) clients served by an in-house lawyer *highly satisfied* (cf. private lawyer 65%). They offered a higher average rating (8.2; cf. private lawyer 7.9) and were significantly more likely to report maximum satisfaction (47%; cf. private lawyer 39%). In-house clients were more likely to be *satisfied* overall (79%; cf. private lawyers 74%).

### 10.2 Satisfaction with service

*Staff ability to accommodate cultural and disability needs remains key weakness.* Consistent with the satisfaction breakdown of both lawyers and to a lesser extent, staff in Grants, the proportion of clients satisfied with ability of administrative and reception staff to address cultural, background and disability needs is relatively low. Just over half (55%) of clients with personal and cultural needs were *satisfied* with

the sensitivity and awareness shown to their culture or background, and a similar proportion were *satisfied* with the staff's ability to address these cultural needs. Less than half (47%) of clients with a disability were *highly satisfied* with staff ability to help with these needs.

Figure 21: Satisfaction with the administrative and reception staff



Q25. Next, I will ask you some questions about the administrative and reception staff, for each please tell me how *satisfied* you were with aspects of the service you received from the administration and reception staff?

Base: all respondents (n=1400)

\*Base: respondents who indicated previously that they had a disability [Q10=1] (n=194)

\*\*Base: respondents who indicated previously that they had a personal or cultural need for Legal Aid NSW to consider [Q7=1] (n=300)

In both service aspects on cultural and background sensitivities, civil law clients were more likely to be *highly satisfied* and more *satisfied* on average. 63% of civil law clients were *highly satisfied* with staff ability to show sensitivity and awareness to personal or cultural needs (cf. family 58%, criminal 49%), and 57% were *highly satisfied* with staff ability to respond appropriately to meet cultural needs (cf. family 57%, criminal 50%).

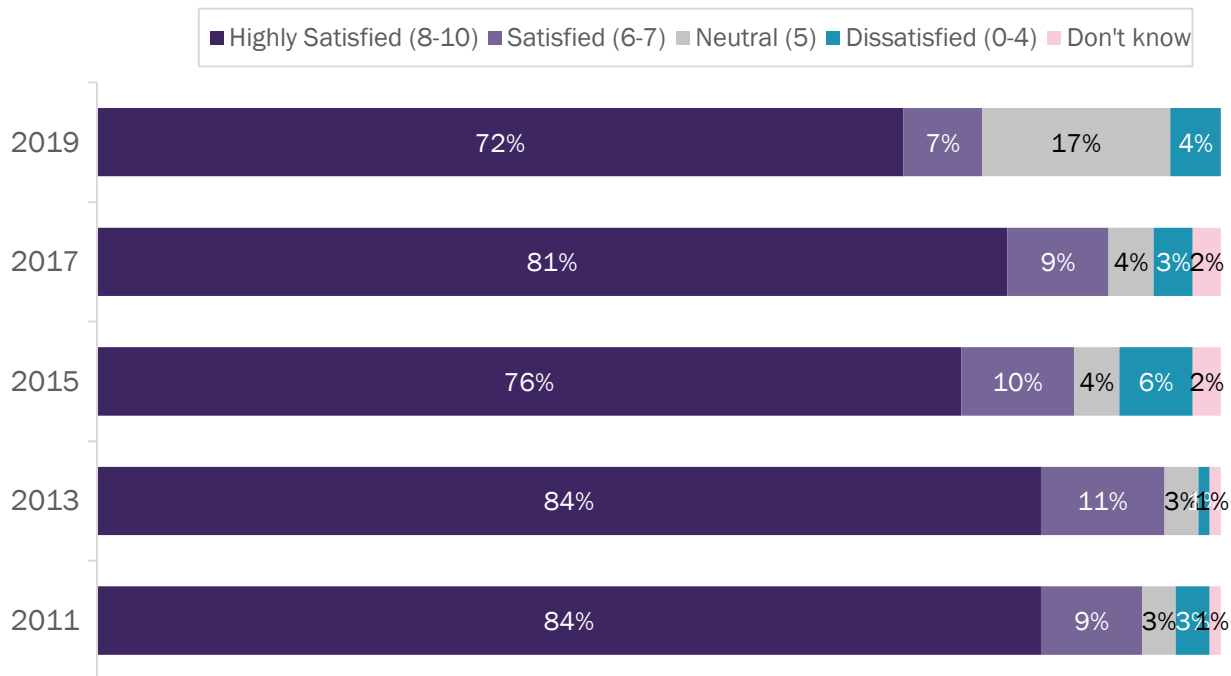
### 10.3 Satisfaction with Administrative and Reception Staff – trends

2019 has seen a decrease in proportion of in-house clients who are *highly satisfied* with the services of administrative and reception staff, down from 81% in 2017 to 72% in 2019. This is also lower than the average percentage since 2011 (79%).

The proportion of clients *moderately satisfied* (5-7/10) has increased to almost a quarter (24%) from 13% in 2017. This is due to a large increase in the number of *neutral* responses (5/10), which has increased from 4% in 2017 to 17% in 2019; suggesting that a greater proportion of in-house clients are neither satisfied nor dissatisfied.

The percentage of all clients *dissatisfied* with administrative and reception staff has marginally increased to 4% from 2017 (3%) and remains consistent with the average since 2011 (4%).

Figure 22: Satisfaction with administrative and reception staff over time (2011 – 2019)



Q26. How *satisfied* were you overall with the service you received from the administrative and reception staff? On the same scale were zero means very *dissatisfied* and ten means very *satisfied*?

Base (2019): in-house respondents (n=644)

Base (2017): all respondents (n=690)

## 11. Responses to common statements about legal assistance services

All Legal Aid Commissions in Australia are required to conduct client surveys. The Commonwealth Attorney General's Department recommended a set of common questions to be included in the client surveys in accordance with the National Partnership Agreement on Legal Assistance Services 2015 – 2020. The questions consist of a set of six core statements rated on a five-point scale from strongly agree to strongly disagree.

### 11.1 Ease of contacting Legal Aid NSW when help was first needed

A total of 90% of clients agreed that it was easy to contact Legal Aid NSW when first needing help. Of these 40% strongly agreed it was easy to do so. 6% of clients disagreed and only 2% strongly disagreed with this statement.

When considering in-house clients in 2019, there was a 2% total decrease in clients who agreed and strongly agreed that it was easy to contact Legal Aid NSW. While 9 in 10 (89%) family law clients agreed that contacting Legal Aid NSW initially was easy, this was slightly less likely than criminal law clients (93%) and civil law clients (94%). They were also twice as likely to disagree that it was easy (9%; cf. criminal 5%, civil 4%).

### 11.2 Meeting personal or cultural needs

Overall, 17% of Legal Aid NSW clients reported having any personal or cultural needs that need to be considered. Civil clients were significantly much more likely to have personal or cultural needs (35%), with family clients being significantly less likely to have personal or cultural needs (15%) with criminal clients having a slightly above average chance to have personal or cultural needs (19%). This may indicate a relationship between the needs of civil clients, the nature of their cases, and having personal or cultural needs.

Of clients with personal or cultural needs, 7 in 10 agree that their needs were met by Legal Aid NSW. Just over a quarter of these clients (28%) felt that their personal or cultural needs were not being met throughout their time with Legal Aid NSW. This equates to 5% of the total Legal Aid NSW client sample. When considering clients of in-house lawyers, more than 3 in 4 (77%) agreed or strongly agreed that their specific personal or cultural needs were being met – somewhat more likely than the 68% of private lawyers that agreed or strongly agreed. Clients assigned to private lawyers were more than twice as likely to strongly disagree with the statement 14%; cf. in-house 6%). More than 4 in 5 (82%) civil law clients agreed that their specific personal or cultural needs were being met by Legal Aid NSW (cf. criminal 67%, family 70%). They were almost half as likely to disagree with the statement (17%; cf. criminal 31%, family 28%).

### 11.3 Help provided by lawyer

88% of all clients agree with the statement that their lawyer helps their understanding in how to deal with their legal problem, with 55% agreeing strongly. 11% of clients disagreed, and 2% were unsure at time of survey.

Both in-house and private lawyers performed strongly in assisting clients understand how to deal with their legal situation. Clients with in-house lawyers were very slightly more likely to agree with the statement (88%; cf. private lawyer 87%) and were slightly less likely to disagree (9%; cf. private lawyer 11%). The total proportion of clients who agreed that their lawyer helped them with understanding how to deal with their

legal problem saw slight decrease from 2017 (88%; cf. in 2017, 91%). However, there was notable increase in the proportion of clients who strongly felt that their understanding was improved by their lawyer (56%; cf. in 2017, 48%). Those with civil cases were slightly more likely to feel greater understanding, (90%; cf. criminal 88%, family 87%). Civil law clients were also less likely to disagree with the statement (7%; cf. criminal 10%, family 12%).

## 11.4 Lawyer listened to legal problem

Over half of clients strongly agree that their lawyer listens to their legal problem and a further 33% agree. 10% disagree with the statement and 2% of clients are unsure or declined to say. The proportion of clients who agree is consistent between type of lawyer at 88%. Similarly, 10% of clients regardless of lawyer type disagree that their lawyer listens to their legal problem. Clients assigned to a private lawyer were more likely to strongly disagree with the statement (5%; cf. in-house 3%).

Similar to findings of Q27a, the total percentage of clients who agree has marginally decreased from 90% in 2017 to 88% presently, but the proportion of clients who strongly agree with the sentiment has increased somewhat from 47% in 2017 to 56% in 2019. Compared to 2017, there has been a slight increase in clients who disagree (6%; cf. in 2017, 3%), but a slight decrease in those who strongly disagree (3%; cf. in 2017 4%).

The proportion of clients who agree that their lawyer listens to their legal problem is high for all case types. However, civil law clients are less than half as likely to disagree that their lawyer listens to their problem (5%; cf. criminal 10%, civil 11%).

## 11.5 Getting help in the future

95% of Legal Aid NSW clients say they now know where to get help should they encounter another legal problem in the future. 58% of clients strongly agree, and a further 37% agree. Only a small proportion of 4% disagree with the statement. The total proportion of clients who agree to the statement has slightly decreased from 95% in 2017 to 93% in 2019.

With almost 3 in 5 (58%) clients with private lawyers strongly agreeing that they know where to get future help for legal issues, they are slightly more likely than those of in-house lawyers to strongly agree (55%). They are also slightly more likely to agree in general (95%; cf. in-house 93%). 96% of criminal law clients have direction in receiving legal help in the future. This makes them slightly more likely than those with family cases (95%), and civil cases (92%).

## 11.6 Recommending Legal Aid NSW

Over a third (36%) of clients agree and more than half (55%) strongly agree that they would recommend the legal service they received to other people. Less than 1 in 10 (7%) disagreed with the statement, and 2% were unsure or declined to say. While clients of all case types were highly likely to agree to the statement, those with a civil law problem presented the highest proportion (94%; cf. family 92%, criminal 90%). They were slightly less likely to disagree with the statement (5%; cf. criminal 7%, family 7%).

Although clients with in-house lawyers consistently reported higher levels of satisfaction (Q34 and Q30), those with private lawyers were marginally more likely to agree in general (92%; cf. in-house 91%), and somewhat more likely to strongly agree with the statement (56%; cf. in-house 53%). While the total percentage of clients who recommend Legal Aid NSW's service remains consistent since 2017 (in 2019, 91%; cf. in 2017, 92%), more clients this year were likely to strongly agree (53%; cf. in 2017, 48%).



## 12. Improving Client Satisfaction

### Statistical methodology to identify drivers of overall satisfaction

Identifying drivers of overall satisfaction involved two processes:

1. Correlation analysis – measuring the **strength** of the relationship

Correlation is a measure of how changes in one variable (in this case each service attribute) are reflected in a second variable (in this case Overall Satisfaction). This is on a scale of 0 (no relationship at all) to 1 (perfect relationship). It does not measure the size of the relationship. Correlation does not imply causation, merely that a relationship exists.

2. Regression analysis – measuring the **size** of the relationship

Each service attribute variable is then regressed individually (linear regression). The net result is a regression coefficient shown by the slope of the line of best fit (i.e. the value of  $m$  in the equation  $y = mx + b$ ). This reflects the size of the relationship between overall satisfaction and each service attributes.

A total of 28 Legal Aid NSW service attributes were included in the analysis. The seven Grant application and Grants staff service attributes (Q23), the seven administrative and reception staff service attributes (Q25), and the fourteen Legal Aid NSW lawyer service attributes (Q27 and Q28) are independent variables, the clients' overall satisfaction with Legal Aid NSW (Q34) is the dependent variable. An additional statistical analysis was applied to service attributes to enable the average performance score for each attribute to be generated. The scores were used in driver analysis.

### Influence of service attributes on overall satisfaction

The top 10 service attributes which significantly influence overall satisfaction are shown below. Amongst clients who have personal or cultural needs (for example, a disability or the need for an interpreter), both the Grants staff and the Legal Aid NSW lawyers helping with any special needs and the sensitivity in responding appropriately to meet their needs has the strongest positive influence on overall satisfaction.

Amongst all clients, the way the lawyer helped clients to understand how to deal with clients' legal problem, the lawyer listening to clients' legal problem, and the helpfulness of the advice client were given by the lawyers have the strongest positive influence on overall satisfaction, with importance ratings of 0.45, 0.41, 0.41 respectively. The confidence clients had in the lawyer's advice and the lawyer helping clients to understand the type of assistance also have a strong relationship with overall satisfaction; however, the strength of that relationship is likely to be less than the previous ones.

Figure 23: Service attributes ranking by driver analysis

Legal Aid Attributes	REG.	COR.	Importance rate	Scores	Ranking
Q23G. The staff helping you with any special needs due to your disability	0.76	0.80	0.61	6.11	1
Q23F. The staff's sensitivity in responding appropriately to meet your needs	0.82	0.73	0.59	7.22	2
Q28J. The lawyer's sensitivity in responding appropriately to meet your personal or cultural needs	0.72	0.78	0.56	7.42	3
Q27C. My current lawyer met those specific needs	0.67	0.71	0.48	7.15	4
Q28K. The lawyer helping you with any special needs due to your disability	0.63	0.71	0.45	7.18	5
Q28A. The way the lawyer helped you to understand how to deal with your legal problem	0.65	0.69	0.45	8.14	6
Q28C. The lawyer listening to your legal problem	0.62	0.67	0.41	8.29	7
Q28D. The helpfulness of the advice you were given	0.61	0.67	0.41	8.18	8
Q28F. The confidence you had in the lawyer's advice	0.58	0.67	0.39	8.05	9
Q28I. The lawyer helping you to understand the type of assistance Legal Aid NSW can provide	0.56	0.661	0.37	7.88	10

Dependent variable: Q34. How satisfied are you with the service you have received so far from Legal Aid NSW? On a scale from zero to ten, where zero means very dissatisfied and ten means very satisfied.  
Base: all respondents (n=1400)

### Performance against service attributes by impact on satisfaction

Further analysis was used to determine the interrelationship between how well Legal Aid NSW *performs* on each service attribute and how *important* that attribute is in driving overall satisfaction.

The analysis highlights which service attributes are important in influencing overall satisfaction, but on which the Legal Aid NSW is not performing as well (relative to other service attributes). This is generally the most fertile area to improve satisfaction, as there is room to improve on these metrics **and** they will impact overall satisfaction.

The five key areas highlighted as key opportunities for improvement are:

- The staff helping you with any special needs due to your disability
- The staff's sensitivity in responding appropriately to meet your personal or cultural needs
- The lawyer's sensitivity in responding appropriately to meet your personal or cultural needs
- My current lawyer meeting my specific personal or cultural needs
- The lawyer helping you with any special needs due to your disability.