**Guidance to survey administrators [REMOVE THIS SECTION BEFORE ADMINISTERING SURVEY]**

The below survey questions are primarily designed for staff in organisations with whom you have service delivery relationships and referral agreements. It could be used to help you to:

* Seek their general feedback on your service and how you could improve
* Seek their feedback on the quality of your service and the outcomes you achieve for you clients
* Gather evidence on the outcomes of you work for use in communications and advocacy

 These questions are taken from the Federation of CLCs full Stakeholder and Partner Feedback Survey, which is available at the Federation’s website. We are surveying our stakeholders to help us improve our services and strengthen our partnerships. Please give us your honest feedback so that we can continue to get better at what we do.

This survey is anonymous and confidential. The results will be collated and used for internal quality improvement. Findings may also be included in publications. Care will be taken to ensure that all data included in reports and publications is fully de-identified.

If you have any queries or concerns about this survey, please contact [Name, phone, email]

# About you and your organisation

1. **What is the name of your organisation? (Optional – leave blank if not applicable)**

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2. What is your role? (Select the role most relevant to your responses to this survey.)

|  |  |
| --- | --- |
| 🞏 Legal practitioner🞏 Other practitioner / frontline worker🞏 Middle manager🞏 Senior manager🞏 Board member | 🞏 Community member🞏 Policy development, research or evaluation🞏 Funder / Regulator🞏 Judiciary or court/tribunal staff🞏 Other (please specify)  |

3. What is the main field in which you work?

|  |  |
| --- | --- |
| 🞏 Law or Corrections🞏 Health🞏 Human Services | 🞏 Employment, Education or Training🞏 Advocacy🞏 Other (please specify)  |

# B. Your knowledge of our organisation

4. How frequently do you, and others with whom you work, have contact with our organisation?

|  |  |  |  |
| --- | --- | --- | --- |
| 🞏 Never | 🞏 Rarely (e.g. a few times a year) | 🞏 Regularly (e.g. quarterly or monthly) | 🞏 Frequently (e.g. fortnightly or more often) |

5. How aware are you of our activities in the following areas?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Not at all | Somewhat aware | Very aware |
| a. Direct legal service provision (i.e. providing legal advice and assistance to people) | 🞏 | 🞏 | 🞏 |
| b. Community legal education | 🞏 | 🞏 | 🞏 |
| c. Advocacy and law reform | 🞏 | 🞏 | 🞏 |
| d. Partnership building, networking and stakeholder engagement | 🞏 | 🞏 | 🞏 |

6. Overall, how would you rate the profile and reputation of our organisation within the community?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 🞏 Very poor | 🞏 Poor | 🞏 Fair | 🞏 Good | 🞏 Very good |

7. How could we improve our profile and reputation?

|  |
| --- |
|  |

# C. Your view of our services

This section asks for your views on our direct legal assistance services and community legal education services.

**If you have no knowledge of the services we provide (through your own contact with our organisation, information you have seen, or through hearing feedback about our services from others), please skip to Section D below.**

8. How would you rate the following aspects of our service provision?
(In this section, ‘service users’ means people needing direct legal assistance, as well as participants in Community Legal Education.)

|  | Verypoor | Poor | Fair | Good | Verygood | Don’t know |
| --- | --- | --- | --- | --- | --- | --- |
| a. Targeting our services to those most in need within the community | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| b. Providing the right range of services to meet community legal needs | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| c. Making it easy for service users to access our services | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| d. Providing a welcoming and safe environment for service users | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| e. Providing culturally appropriate services | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| f. Upholding service users’ rights in relation to the services we provide | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| g. Providing services in a timely manner, relative to service users’ needs | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| h. Following through on agreed actions | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| i. Providing legal information in ways that are clear and easy to understand | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| j. Providing effective legal representation when appropriate | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| k. Empowering people to better manage their own legal problems | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| l. Linking people to non-legal supports when appropriate | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| m. Achieving just and sustainable legal outcomes | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

9. What are the best aspects of the services we provide?

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| --- |
|  |

10. How could we improve our services to further benefit clients and the community?

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| --- |
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# D. Your view of our advocacy and strategic activities

Our organisation undertakes advocacy and strategic activities to address matters of public interest, as part of our contribution to a fair and just society. This can take many forms such as researching issues, writing submissions, informing the public and decision-makers, working with key people to improve legal processes, undertaking media campaigns, strategic litigation, building alliances for change, and more. We are interested in your reflections on how useful and effective these activities are.

11. How would you rate the following aspects of our organisation’s advocacy and strategic activities?

|  | Very ineffective | Ineffective | A little effective | Quite effective | Very effective | Don’t know |
| --- | --- | --- | --- | --- | --- | --- |
| a. Raising public awareness of systemic injustices | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| b. Informing decision-makers of systemic issues and options for resolving them | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| c. Conducting strategic litigation on public interest matters | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| d. Working with stakeholders to improve legal processes and the way the law is applied | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| e. Building pressure for change (e.g. generating evidence, influencing public opinion) | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| f. Providing leadership to advance social justice | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

12. Recently our CLC has been working on the issue of [DESCRIBE ISSUE]. We have proposed a solution to this issue, which involves [DESCRIBE SOLUTION]. Do you agree or disagree that this is a fair and appropriate solution to this issue?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 🞏 Strongly disagree | 🞏 Disagree | 🞏 Neutral | 🞏 Agree | 🞏 Strongly agree | 🞏 Don’tknow |

Comment:

|  |
| --- |
|  |

13. Overall, in your opinion, what level of influence does advocacy by our Community Legal Centre have on the resolution of issues of systemic injustice?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 🞏 No influence | 🞏 Weak influence | 🞏 Moderate influence | 🞏 Strong influence | 🞏 Very strong influence | 🞏 Don’tknow |

14. What do we do well in our advocacy, law reform and related activities?

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| --- |
|  |

15. How could we improve our advocacy, law reform and related activities?

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| --- |
|  |

16. Are there social or legal issues that you think we should more actively advocate on? Please describe.

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# E. Final comments

17. Overall, in your view, how important is the work of our CLC in increasing the likelihood that people most in need experience justice?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 🞏 Not at all valuable | 🞏 A little valuable | 🞏 Somewhat valuable | 🞏 Quite valuable | 🞏 Very valuable | 🞏 Don’tknow |

18. What other comments do you have about our organisation and how we can continue to improve our work?

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| --- |
|  |

*Thank you! We appreciate your feedback and will use it to continue improving our work.*