### **CLIENT SATISFACTION SURVEY**

# **ATSIWLSNQ**

The Aboriginal and Torres Strait Islander Women's Legal Service NQ is a community based women's legal service developed and operated by women for women.

It is important that ATSIWLSNQ provide a high quality, professional, reliable, confidential and culturally appropriate service to all clients.

### WHAT TO DO

Please circle the responses that best describe your experience of using the ATSIWLSNQ. Please feel free to provide additional comments in the space provided.

### CONFIDENTIALITY

This information is *private and confidential*. We will only use your information to help us improve our services and to give feedback to our funders. Your name / identity will <u>not</u> appear on any document that includes this information.

## ADVICE/CASEWORK SURVEY

1.	How easy was it to contact or visit the service?					
	Difficult	ОК	Easy			
2.	How quickly did the service respond to your enquiry?					
	Not quickly enough		Quickly enough		Very Quickly	
3.	How well did we treat	you?				
	Not very well	Quite v	vell	Very Well		
4.	Did you understand the advice you were given?					
	Didn't understand at all		Understood	Unde	rstood Very Well	
5.	How useful was the assistance provided to you in helping you to understand or deal with your legal matter?					
	Not useful at all	Useful		Very Useful		

### **ABOUT YOU**

Age Group								
Under 18 □ 18-34 □ 35-49 □ 50-64 □ 65 and over □ N/A□								
<u>Cultural Identity</u>								
Which culture do you identify with?								
Aboriginal	Yes □	No □						
Torres Strait Islander	Yes □	No □						
South Sea Islander	Yes □	No □						
Non- Indigenous	Yes □	No □						
Did you find the service to	b be culturally appropri	ate? Yes □	No □					
Do you think your community benefits by having a legal service for Aboriginal								
and Torres Strait Islander	Women? Yes □	No □						
Disability								
Disability  Do you have a disability  Yes □  No □								
Do you have a disability								
<u>Language</u>								
Did you use an interpreter to ass	ist with the activity?	Yes □	No 🗆					
>>>>>>>>								
Other Comments								

Thank you for participating in this survey -

we value your feedback.