



**Community
Legal Centres
Queensland**

CLC Justice Services Evaluation Survey 2018

This survey was developed as part of a Community Legal Centres Queensland (CLCQ) Toolkit to assist community legal centres (CLCs) throughout Queensland to measure and report on the short-term outcomes and long-term impacts their work has for the people and communities they help, and the justice system more broadly.

The CLC you received this link from is interested to hear your feedback about the service they provide.

Your name and contact details will not be collected, and your individual responses to this survey will be kept private and confidential. Data gathered through this survey will only be accessed by authorised persons for the purposes of evaluation and service improvement.

This survey is completely voluntary and all questions are optional, however, we are better able to evaluate the data gathered from participants if all questions are answered.

This survey contains two (2) questions related to your organisation and interaction with the CLC, and five (5) questions rating your experience of the CLC and the service they provide in the wider justice system. You will also have an opportunity to provide detailed feedback and other comments.

The survey should take approximately 8-10 minutes to complete. You can only complete the survey once and you will need to complete all responses in one sitting, so please allow sufficient time.

Responses to the survey will be open from 1 May to 31 May 2018.

This survey has been authorised by the CLCQ Self-Evaluation Toolkit Steering Committee. If you have any questions or would like more information about this survey, please contact Rosslyn Monro at Community Legal Centres Queensland on (07) 3392 0092 or sector@communitylegalqld.org.au.

Thank you for participating in this survey. Your feedback is important and will be used to help improve the service delivered by CLCs across Queensland.



CLC Justice Services Evaluation Survey 2018

1. Please select your role / department

- Judicial Officer
- Court / Registry Staff
- Other Court or Tribunal role
- Government Program Staff
- Government Policy Staff
- Other Government role
- Legal Aid Qld / Legal Assistance Provider Management
- Legal Aid Qld / Legal Assistance Provider Lawyer
- Other LAQ / Legal Assistance Provider role

If you selected 'Other' from the above list, please specify your role

2. How much interaction do you have with Community Legal Centre (CLC) staff?

- Low
- Moderate
- High

3. Please select the most appropriate rating based on your interaction with the legal centre for each question below

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Not applicable
The CLC provides an effective service for vulnerable individuals and the broader community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CLC lawyers provide high quality services for their clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CLC services contribute to reduced incidence of non-appearances in court	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CLC services lead to increased efficiency in processing cases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CLCs enable us to be better informed on community views on public and legal policy issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Any other comments?