# Client Satisfaction Survey 2019 – Client journey map

Statistics measuring the entire customer service experience for clients of Victoria Legal Aid (VLA) are presented following in a sequence, starting with how clients first heard about and then accessed VLA services, moving forward through assessment for eligibility, through to the outcome; with the legal issue either resolved or ongoing.

The four services measured in the Client Satisfaction Survey include: legal help, legal advice, duty lawyer and casework.

## How did clients hear about VLA?

**Legal help** clients heard about VLA services mostly from the internet (25%), friends or family (24%), word of mouth (15%) or police (8%).

**Legal advice** clients heard about VLA services mostly from friends or family (20%), word of mouth (15%), the internet (14%) or court (12%).

**Duty lawyer** clients heard about VLA services mostly from court (34%), word of mouth (13%), friends or family (11%), or court (10%).

**Case work** clients heard about VLA services mostly from court (35%), friends or family (12%), word of mouth (8%), or duty lawyer at court (8%).

## How do clients access VLA?

**Legal help** clients accessed VLA mostly by phone (87%), Legal Help chat (4%), or phone and chat (4%). 67% of VLA legal help clients used the VLA website for information.

**Legal advice** clients accessed VLA mostly by phone (59%), in person (26%), or in court (18%).

75 percent of **duty lawyer** clients found it easy to locate a duty lawyer.

Of **case work** clients, 81% found it easy to make an application for legal aid, 84% felt VLA responded promptly to their application and 80% understood the information VLA provided about their application.

## How are clients assessed?

For **legal help** clients, 82% are assessed over the phone, 9% at a court or tribunal and 5% are assessed at a VLA office.

For **legal advice** clients, 64% are assessed over the phone, 22% at a VLA office and 12% are assessed at a court or tribunal.

For **duty lawyer** clients, 52% are assessed at a court or tribunal, 26% over the phone and 26% are assessed at a VLA office.

For **case work** clients, 43% are assessed at a court or tribunal, 28% over the phone and 28% are assessed at a VLA office.

## Eligibility

Eligibility for Victoria Legal Aid services varies depending on the service provided. As the service intensity increases, eligibility tightens. Depending on the legal matter and circumstance we may be able to give legal advice over the phone or refer someone to see a lawyer. However anyone can get free legal information from our website, publications and our law library.

## Service satisfaction

Clients eligible for VLA services were surveyed on their satisfaction with the service they received.

70% of **legal help** clients said they were satisfied with VLA’s service, 19% were dissatisfied.

71% of **legal advice** clients said they were satisfied with VLA’s service, 13% were dissatisfied.

71% of **duty lawyer** clients said they were satisfied with VLA’s service; of these 63% received information and advice and 75% received information only. 17% of **duty lawyer** clients said they were dissatisfied.

75% of **case work** clients said they were satisfied with VLA’s service; of these 81% had an inhouse lawyer and 71% had an external lawyer. 15% of **case work** clients said they were dissatisfied.