## Our client's journey

The following journey maps show a client's typical journey with VLA – from first making contact, their experience with our services and their legal outcome.



	Legal help clients	Legal Advice clients	Duty lawyer clients	Case work clients
1 Find				
How do clients hear	25% internet	<b>20%</b> friends or family	<b>34%</b> court	<b>35%</b> court
about VLA?	<b>24%</b> friends or family	15% word of mouth	13% word of mouth	12% friends or family
	15% word of mouth	14% internet	11% friends or family	8% word of mouth
	8% police	12% court	10% court	8% duty lawyer at court
2 Access	• A police	12 /0 COURT	10 % court	• To duty lawyer at court
How do clients				
access VLA?	87% via phone	<b>59%</b> via phone	<b>75%</b> found it easy to locate a duty lawyer	<b>81%</b> found it easy to make an application for
	4% via Legal Help chat	26% in person	locate a duty lawyer	legal aid
	<b>4%</b> via phone and chat	18% in court		84% felt VLA responded
	<b>67%</b> used the VLA			promptly to their
	website for information			application
				<b>80%</b> understood the information VLA provided
				about their application
Assess				
How are clients	<b>82%</b> over the phone	<b>64%</b> over the phone	<b>52%</b> at a court or tribunal	<b>43%</b> at a court or tribuna
assessed?	<b>9%</b> at a court or tribunal	22% at a VLA office	26% over the phone	28% over the phone
	5% at a VLA office	12% at a court or tribunal	26% at a VLA office	28% at a VLA office
	J /6 at a VLA office	12 /6 at a court of tribulial	20 % at a VLA office	2070 at a VLA office
4 Eligibility				
	Eligible or ineligible for a VLA service			
Service				
<u> </u>				
§ Satisfaction	If eligible for a VLA service			
Are clients	<b>70%</b> satisfied with	<b>71%</b> satisfied with service	<b>71%</b> satisfied with service.	<b>75%</b> satisfied with
satisfied with VLA's service?	service	13% dissatisfied with	Of these:	service. Of these:
VLA 3 Sel VICE:	19% dissatisfied with	service	63% received	81% with an inhouse
	service		information and advice and <b>75%</b> received	lawyer and <b>71%</b> with an external lawyer
			representation only	<b>15%</b> dissatisfied with
			17% dissatisfied with	service
			service	
- 0.400				
Outcome	-	-	-	·

Legal issue resolved or ongoing