



ADVANTAGE
COMMUNICATIONS AND MARKETING

Criminal Law Clients
Client Satisfaction Survey 2009

Report Prepared for
Legal Aid WA

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Executive Summary

Legal Aid is responsible for providing quality Legal Services to those in need and helps the community to access justice. Services fall under two client categories being **Family Law** and **Criminal Law**.

A key aspect of Legal Aid WA's work is measured by the 'quality legal services' effectiveness indicator. This indicator is measured in terms of client satisfaction with particular aspects of client service delivery, and is required for the Annual Report submitted to the Auditor General. Each year Legal Aid WA undertakes a client satisfaction survey to gauge the extent of client satisfaction for this effectiveness indicator and to provide valuable management information on its client base.

This year the Criminal Law clients were surveyed to compile the satisfaction indicator for the 2008/2009 Annual Report.

The three client groups included as part of these Criminal Law client satisfaction surveys were Duty Lawyer, Legal Advice and Grants of Aid clients. This year, for the first time, a number of face to face surveys were conducted with clients from each group who are in custody.

The sample was designed to balance the requirements of optimising the accuracy of the overall satisfaction level whilst having sufficient sample sizes to allow valid statistical analysis to be performed at the individual survey level. Satisfactory response rates were achieved for each of the surveys.

The composite index methodology developed for previous reports has been used this year to measure the overall satisfaction level of Legal Aid WA's Criminal Law clients. **The index estimated the overall satisfaction rating to be 85.4%** with an

achieved accuracy level of +/- 3.3% meaning that we can be 95% “confident” that if the same questions were asked of the entire relevant population, the true satisfaction figure lies somewhere between 82.1% and 88.7%.

The Grants of Aid clients were the most satisfied Criminal Law group again this year with a satisfaction rating of 89.5%, closely followed by Legal Advice clients with a satisfaction rating of 86.0% and Duty Lawyer clients with 83.9%.

Community Legal Centres (CLCs) were also surveyed to provide information on satisfaction and usefulness of Legal Aid’s Online and Print Publications and the frequency with which they are accessed. This survey found that Legal Aid’s online and print publications are widely used and achieved a 95.7% rate of satisfaction.

The following table shows the satisfaction calculated this year for each client group compared with results from 2006/2007 (and 2007/2008 in the case of CLCs).

Table 1 - Overall Satisfaction Index

Client Group	Satisfaction Rating 2006/2007	Satisfaction Rating 2007/2008	Satisfaction Rating 2008/2009
Duty Lawyer	86%	n/a	84%
Legal Advice	87%	n/a	86%
Grant of Aid	89%	n/a	90%
Composite Satisfaction Index	87%	n/a	85%
Community Legal centres	96%	97%	96%

The satisfaction of Duty Lawyer and Legal Advice clients decreased slightly this year, although overall, this year’s survey results show that Legal Aid WA continues to perform well, with their Criminal Law clients showing high levels of satisfaction with its services during the 2008/2009 Financial Year.

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Introduction

Legal Aid WA (LAWA) is an independent statutory authority that operates under the Legal Aid Commission Act 1976, and is responsible for providing quality legal services to those in need and to assist the community to access justice. Legal Aid WA provides information and resources to assist the community with their legal concerns, and offers a range of services aimed at target groups or individuals with particular legal problems.

A key aspect of LAWA's work is measured by the 'quality legal services' effectiveness indicator. This indicator is measured in terms of client satisfaction with particular aspects of client service delivery, and is a required aspect of the Annual Report submitted to the Auditor General.

LAWA's outcome statement is defined in the organisation's Performance Indicator (PI) framework as: 'Services are provided through Legal Aid to ensure that community and target groups have access to and are provided quality legal services'.

The annual satisfaction surveys alternate between Family Law clients and Criminal Law clients. For the 2008/2009 Annual Report, Criminal Law clients were surveyed. The Criminal Law client groups were last surveyed in 2006/2007.

The three client groups included as part of this year's Criminal Law client satisfaction surveys were

- Duty Lawyer
- Legal Advice and;
- Grants of Aid

Legal Aid WA is also interested to find out how useful their online and print publications are and how frequently they are used. To determine this, Community Legal Centres (CLC's) were surveyed, with the aim of determining their level of satisfaction with the online and print publications. They are surveyed each year, regardless of whether the client group being surveyed is Criminal Law or Family Law.

Research Methodology

Survey Populations

The populations for the purpose of the research were all clients from the three criminal law client groups who had received their respective type of assistance from Legal Aid in the past 12 months.

The population sizes for each client type are shown in Table 2 below.

This year, for the first time, staff from Legal Aid WA interviewed a selection of clients serving custodial sentences by arranging face to face interviews at their place of detention.

The online and print Publications users CLC survey was conducted as a census of all 28 Community Legal Centres in Western Australia.

Contact lists for each client group were provided by Legal Aid WA.

Sample Sizes

The sample sizes for the Criminal Law client groups were designed to balance the requirements of the office of the Auditor General (OAG) for the purposes of annual reporting of an overall maximum standard error ratio of +/-5% at the 95% confidence level, as well as having sufficient sample sizes for each survey group to allow valid statistical analysis at the individual survey level.

For the Criminal Law client population as a whole, a minimum sample size of 400 would give an error ratio of no more than +/- 5% at the 95% confidence level i.e. where 43% of the sample gives an answer we can be 95% confident that if we had asked the question of the entire relevant population, between 38% and 48% would have picked that answer.

The overall sample was allocated roughly proportional to the square root of the population size between each of the client group surveys.

The number of ‘in custody’ face to face interviews to be undertaken with Grant of Aid and Legal Advice clients was broadly in line with their proportions within their overall client group. However, the small proportion of clients serving custodial sentences within the Duty Lawyer client base meant that in order to avoid a blow out in the individual error ratio, we needed to give slightly greater weighting to ‘in custody’ Duty Lawyer clients.

The following table shows the breakdown of the sample into the three survey areas and proportions of ‘in custody’ surveys.

Table 2 – Populations, Sample Sizes and Levels of Accuracy

Criminal Law Client Group	Population Size (N)	<i>Of which 'In Custody'</i>	Target Sample size	Achieved Sample Size (n)	<i>Of which 'In Custody'</i>	Estimated level of accuracy
Duty Lawyer	4424	<i>116 (3%)</i>	249	260	<i>20 (8%)</i>	+/- 4.1%
Legal Advice	388	<i>95 (24%)</i>	74	77	<i>17 (22%)</i>	+/-7.0%
Grants of Aid	428	<i>145 (34%)</i>	77	77	<i>27 (35%)</i>	+/-6.9%
TOTAL	5240	<i>356 (7%)</i>	400	414	<i>64 (15%)</i>	+/-3.2%

The estimated overall level of accuracy expected from this was +/- 3.2% assuming a satisfaction level of 86.6% based on previous results. The accuracy levels for the individual surveys are higher but still within acceptable error bounds. The achieved overall level was +/-3.3% and the details of this as well as the achieved accuracy levels for each client group are shown on page 35.

Questionnaire Design

The questionnaires used for this year’s Criminal Law surveys were supplied by Legal Aid and were the same as those used in 2007 to allow meaningful comparisons between reporting periods.

A copy of each questionnaire is included in Appendix II.

Data Collection Methodology

Telephone surveys were conducted using the contact lists provided by Legal Aid over a three week period from 11th May 2009 to 29th May 2009. The majority of calls would have been made in the late afternoon, early evening hours from around 4pm – 8 pm weekdays and also 9am – 5pm on Saturdays.

Face to face 'In custody' interviews were conducted by Legal Aid WA staff during May and the completed surveys delivered to Advantage for input and inclusion in the overall report.

In the case of CLCs, prior to the telephone interview, questionnaires were emailed by Legal Aid to the nominated contact with an explanatory letter to allow these agencies time to consider their answers and to discuss them with colleagues. CLCs that had not heard of, or used Legal Aid's online and print publications were excluded from the survey.

Surveys were conducted in accordance with the requirements of the Federal Privacy Act and the Australian Market & Social Research Society (AMSRS) Professional Code of Conduct.

The quality of data collected and the "completeness" of each survey was checked by our supervisory staff before and after input. In addition, a minimum of 10% of all respondents were recontacted to validate the information provided (as required by Market Research Quality Standards).

Data Analysis and Reporting Notes

To ensure consistency in reporting comparisons with previous survey results, overall satisfaction has been reported as the proportion of the respondents who gave a "net agree" (i.e. strongly agree or agree) response excluding respondents who indicated that a particular aspect was not applicable or didn't know. Results are rounded to the nearest whole number and therefore some totals may exceed 100%.

Where appropriate, comparisons have been made with results for each client group from the 2006/2007 survey. Where no comment has been made, this means that there was no significant difference between them.

Prior to the 2006/2007 Criminal Law client satisfaction survey, the response scale also allowed for a 'Neutral' response. Comparisons to earlier reports need to be viewed with this in mind.

Legal Aid Overall Criminal Law Client Profile

Table 3 below is an overall profile of Legal Aid's Criminal Law clients including the Grants of Aid, Duty Lawyer and Legal Advice client Groups

Table 3 - Overall Criminal Law Client Profile

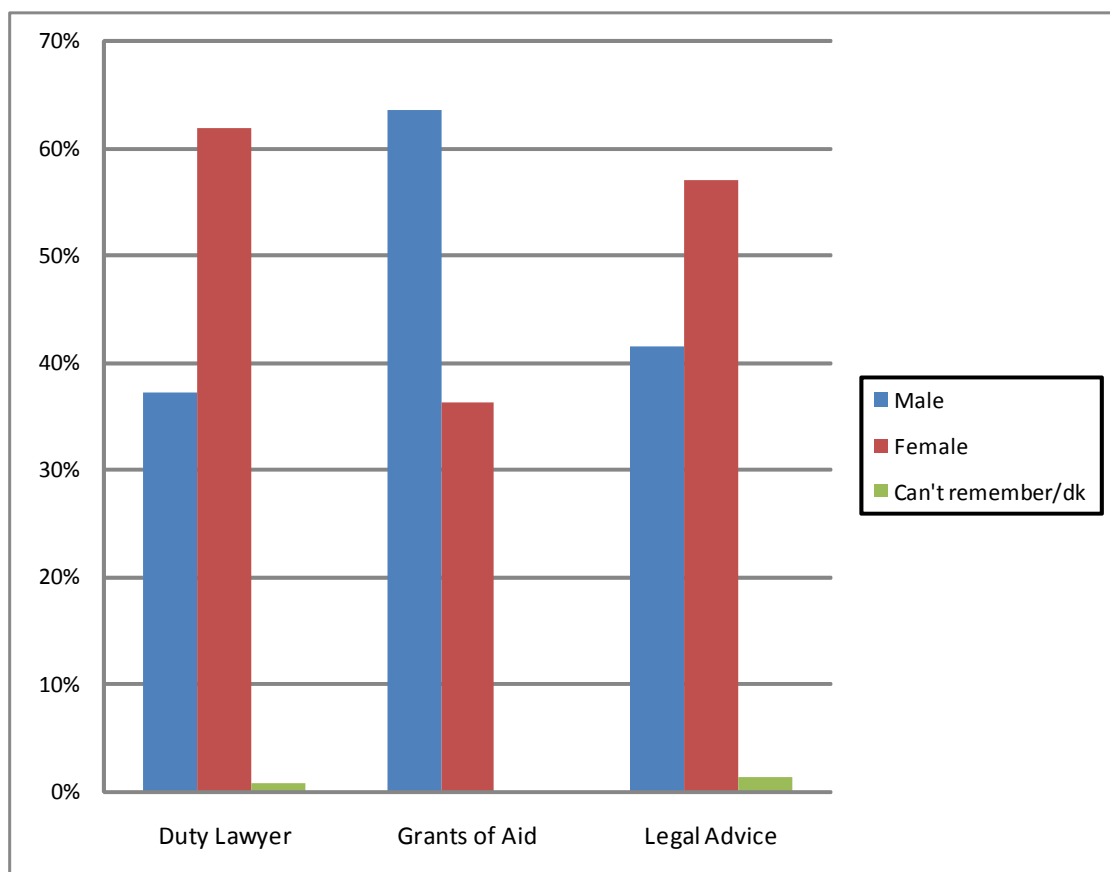
	Total n = 414	Percentage Response
GENDER		
Male	324	78%
Female	90	22%
AGE		
18-24	146	35%
25-34	114	28%
35-44	88	21%
45-54	38	9%
55-64	21	5%
65 or over	7	2%
PLACE OF BIRTH		
Australia	326	79%
Identify as ATSI: Yes	31	10%
No	295	90%
New Zealand or UK	46	11%
Europe (excluding UK)	15	4%
Asia	11	3%
Africa	8	2%
Middle East	4	1%
South America	3	1%
Tahiti	1	<1%

Overall – Gender of Lawyer

Of the 414 clients spoken to across the Criminal Law client groups being surveyed this year, 43% said the lawyer or advisor they dealt with was male and 56% said female. A further 1% couldn't remember. *In 2006/2007 47% said the lawyer or advisor they dealt with was male, 52% said female and 1% couldn't remember.*

Ratios of male to female lawyer or advisor were broadly the same across the Duty Lawyer and Legal Advice client groups (1.5 female to 1 male). However nearly twice as many Grants of Aid clients said their lawyer or advisor was male.

Chart 1 – Gender of Lawyer across the three client groups



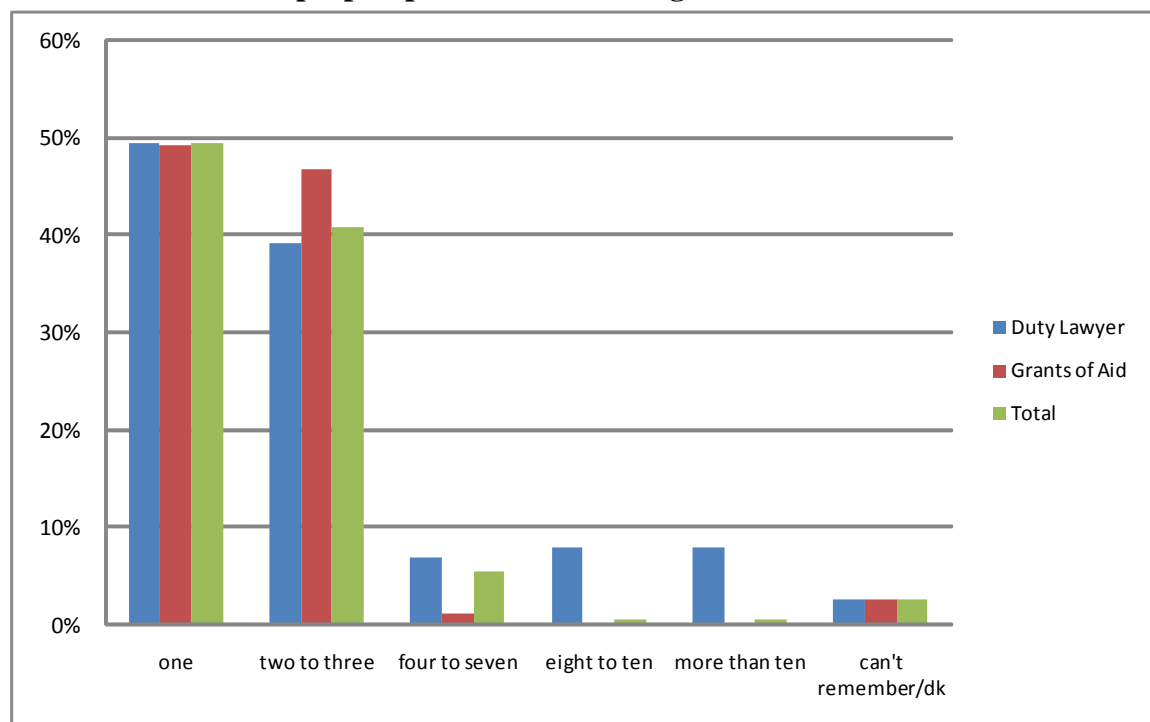
Overall – Number of people seen or spoken to at Legal Aid

Duty Lawyer and Grants of Aid Criminal Law clients were asked how many different people they can remember speaking to or seeing at Legal Aid WA about their circumstances.

Half, or 50% of respondents from these two client groups said that they remembered only seeing or speaking to the one person at Legal Aid about their criminal law matter. A further four out of ten or 41% remembered it as being two or three people and 6% said they remembered seeing or speaking to four to seven people at Legal Aid. *In 2006/2007, 58% remembered only seeing or speaking to the one person, 33% two or three people and 6% four to seven people.*

The percentage of clients who saw or spoke to only one person at Legal Aid was the same for both Duty Lawyer and Grants of Aid client groups – 49%. However, a higher proportion of Grants of Aid clients said they dealt with two to three people – 47% compared to 39% of Duty Lawyer clients.

Chart 2 – Number of people spoken to/seen at Legal Aid



Overall – How the client found out about the service offered by Legal Aid

Respondents across all three client groups surveyed were asked how they found out about the service offered by Legal Aid. Some respondents gave more than one answer.

Two thirds or 67% of respondents stated that they found out about the service offered by Legal Aid in person at a Legal Aid office or in court and just under a quarter (24%) said that they found out by word of mouth e.g. a friend or relative. 3% found out about the service over the phone. *In 2006/2007, half or 50% of respondents stated that they found out about the service in person at a Legal Aid office and just over a quarter (26%) said they found out by word of mouth. 8% said they knew about it already, 5% couldn't remember and 3% found out about the service over the phone.*

A significantly larger proportion of Duty Lawyer client respondents said they found out about the service offered by Legal Aid in person at a Legal Aid Office or in court-78% compared with 57% of Grants of Aid clients and 39% of Legal Advice clients.

A full list is for each client group included in Appendix I.

Overall – About family violence

Legal aid was interested in finding out about how well their organisation deals with situations where there has been family violence. Survey respondents from all three client groups were read a detailed definition of family violence before being questioned on whether or not they had been asked by any of the Legal Aid staff or the lawyer/advisor they dealt with about family violence in their family. 81% of respondents said that they had not been asked and 2% couldn't remember, while 17% of respondents overall said that they had been asked about family violence, *compared with 82%, 4% and 14% respectively in 2006/2007.* The proportion of respondents amongst the Grants of Aid group who said they had been asked about family violence was higher than for Duty Lawyer and Legal Advice clients – 34%, compared with 14% of Duty Lawyer clients and 13% of Legal Advice clients.

Respondents were also asked whether there was any history of family violence in their direct family before they contacted Legal Aid for assistance. The majority or 79% said that there wasn't any history of family violence, while only 20% overall said that there had been, *compared with 85% and 14% respectively in 2006/2007*. Relative proportions who said this were broadly the same across the three different client groups.

Of the 82 respondents who responded that there was a history of family violence, 75% said they felt safe talking to Legal Aid staff or a duty lawyer about it, *compared to 77% in 2006/2007*. Where there was a history of family violence, a smaller proportion of Duty Lawyer clients (70%) said they felt safe talking about it compared with Legal Advice Clients (80%) and Grants of Aid clients (92%).

Survey of Duty Lawyer Clients

The Duty Lawyer service provides on-the-day legal advice and some legal representation for defendants appearing in the Courts of Petty Sessions, Children's Courts and the Drug's Court. The service does not provide ongoing assistance through the client's case.

Response Rates

There were 4424 Duty Lawyer clients, of which 116 (3%) were flagged as 'in custody'. A contact list for the balance of 4308 'non custody' clients was provided to Advantage by Legal Aid WA.

Staff from Legal Aid conducted 20 face to face interviews (17%) from the population of 116 Duty Lawyer clients serving custodial sentences.

Advantage made 335 contacts to achieve 240 survey contacts (a 72% response rate) with the 'non custody' portion of the Duty Lawyer clients. Of the contacts where surveys could not be achieved, most were situations where the client had either not attended court or used a duty lawyer in the last 12 months, had language difficulties, were unavailable or unwilling to participate etc.

Table 4 - Duty Lawyer Client Profile

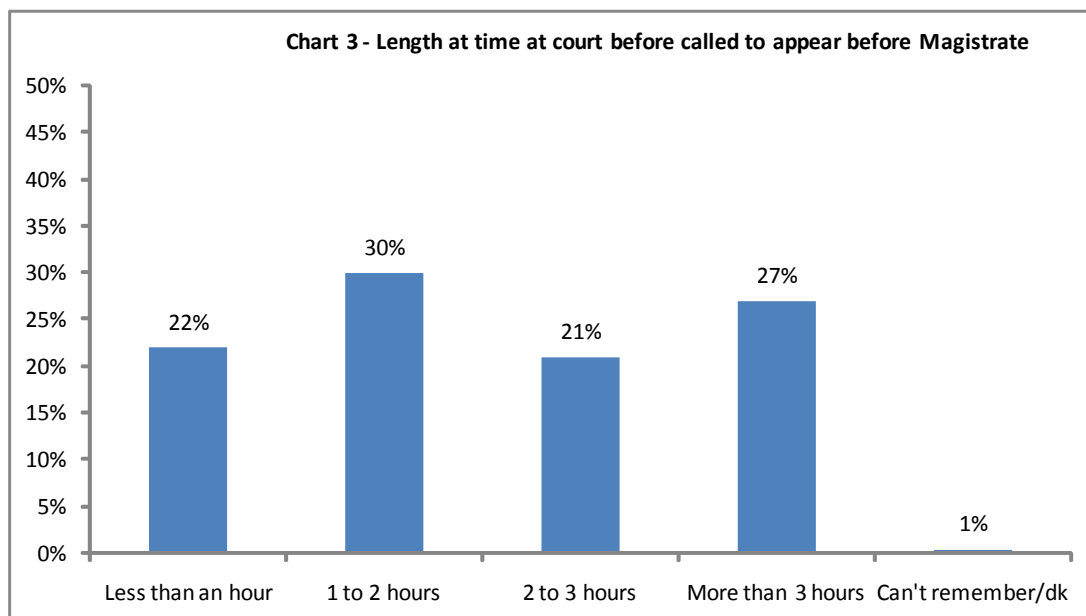
	Total n = 260	Percentage Response
CUSTODY STATUS		
Non Custody surveys	240	92%
In Custody surveys	20	8%
GENDER		
Male	209	80%
Female	51	20%
AGE		
18-24	103	40%
25-34	67	26%
35-44	47	18%
45-54	27	10%
55-64	12	5%
65 or over	4	2%
PLACE OF BIRTH		
Australia	200	77%
Identify as ATSI: Yes	20	10%
No	180	90%
New Zealand or UK	36	14%
Europe (excluding UK)	11	4%
Asia	6	2%
Africa	4	2%
South America	3	1%

About contact with parents

Client respondents were asked how often they see or have contact with one or more of their parents. Half or 51% said they have contact just about every day, while 11% said they never had any contact with their parents. Overall, just under three quarters of respondents (74%) have some sort of contact with one or more of their parents once a week or more often.

About the Court Appearance

One in five respondents (22%) were at the court for less than an hour before they were called to appear before the magistrate. Half (51%) had to wait for between one and three hours and just over a quarter (27%) had to wait for more than three hours before they were called.



Nearly all client respondents (97%) said that they explained their situation before going into court and eight out of ten or 83% of respondents felt that the duty lawyer explained their situation to the Magistrate well – 40% “Very well” and 43% “Fairly Well”.

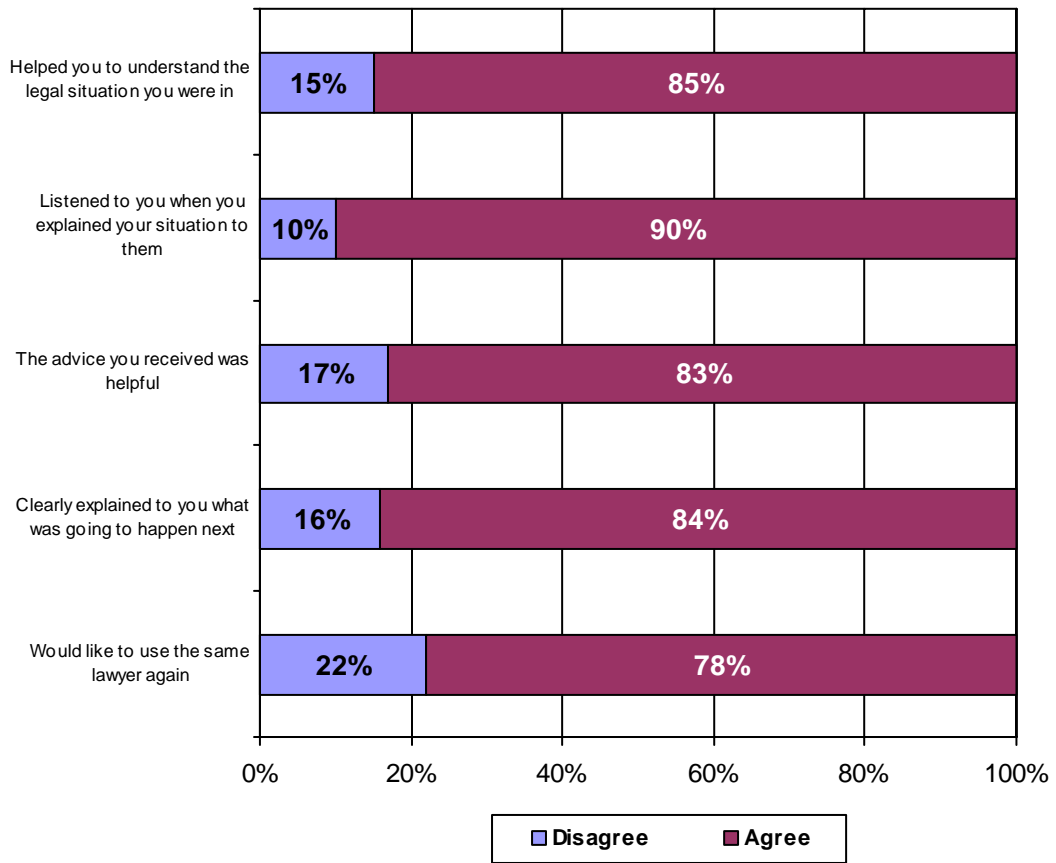
About the assistance the Duty Lawyer provided

Six out of ten client respondents (62%) said that the duty lawyer looking after them was female while 37% said their duty lawyer was male. 1% of respondents couldn't remember.

Satisfaction levels for each of the statements about the assistance provided by the duty lawyer were high, with satisfaction ranging from 78% to 90%. 85% of respondents agreed that the lawyer helped them to understand the legal situation they were in while 90% said that the lawyer listened to them when they were explaining their situation. Eight out of ten respondents (83%) stated that they felt the advice was helpful and 84% agreed that the lawyer clearly explained to them what would happen in court.

Close to eight out of ten respondents (78%) said they would like to use the same duty lawyer again if they found themselves in a similar situation again in the future. 23% said they would not like to use the same duty lawyer again. 45% of these said that this was because the lawyer didn't seem to listen to them and 38% said that it was because the lawyer they used didn't help them get the result they were after. A full list of reasons has been included in Appendix I.

Chart 4 – Level of satisfaction with the lawyer or advisor



Comparisons to the 2006/2007 Duty Lawyer survey results

This year, a slightly lower proportion of respondents reported having to wait more than three hours at the court before they were called to appear before the Magistrate -. 27% of respondents this year compared with 34% in 2006/2007. Most respondents from both years said they had had an opportunity to explain their situation to the duty lawyer before they were called to appear before the magistrate. 84% of respondents this year felt that the duty lawyer explained their situation to the Magistrate well compared with 82% in 2006/2007.

Satisfaction levels for each of the statements relating to the assistance provided to respondents by the duty lawyer in 2008/2009 were similar to 2006/2007, ranging from 78% to 90% compared with 79% to 92% in 2006/2007. This year, the proportion of respondents who agreed that the duty lawyer helped them to understand the legal situation they were in had decreased slightly from 90% to 85%.

Survey of Legal Advice Clients

The Legal Advice Service area comprises Legal Advice Bureaus and the Minor Assistance Programme. In the Legal Advice Bureaus, solicitors are available to provide more detailed advice on some legal issues, for a small fee. In the Minor Assistance Program, solicitors and advisors are available to assist people to handle their own legal matters.

Response Rates

There were 388 Legal Advice clients, of which 95 (24%) were flagged as 'in custody'. A contact list for the balance of 293 'non custody' clients was provided to Advantage by Legal Aid WA.

Staff from Legal Aid conducted 17 face to face interviews (18%) from the population of 95 Legal Advice clients serving custodial sentences.

Advantage made 91 contacts to achieve 60 survey contacts (a 66% response rate) with the 'non custody' portion of the Legal Advice clients. Of the contacts where surveys could not be achieved, most were situations where the client had either not sought legal advice in the last 12 months, had language difficulties, were unavailable, had moved or was unwilling to participate.

Table 5 - Legal Advice Client Profile

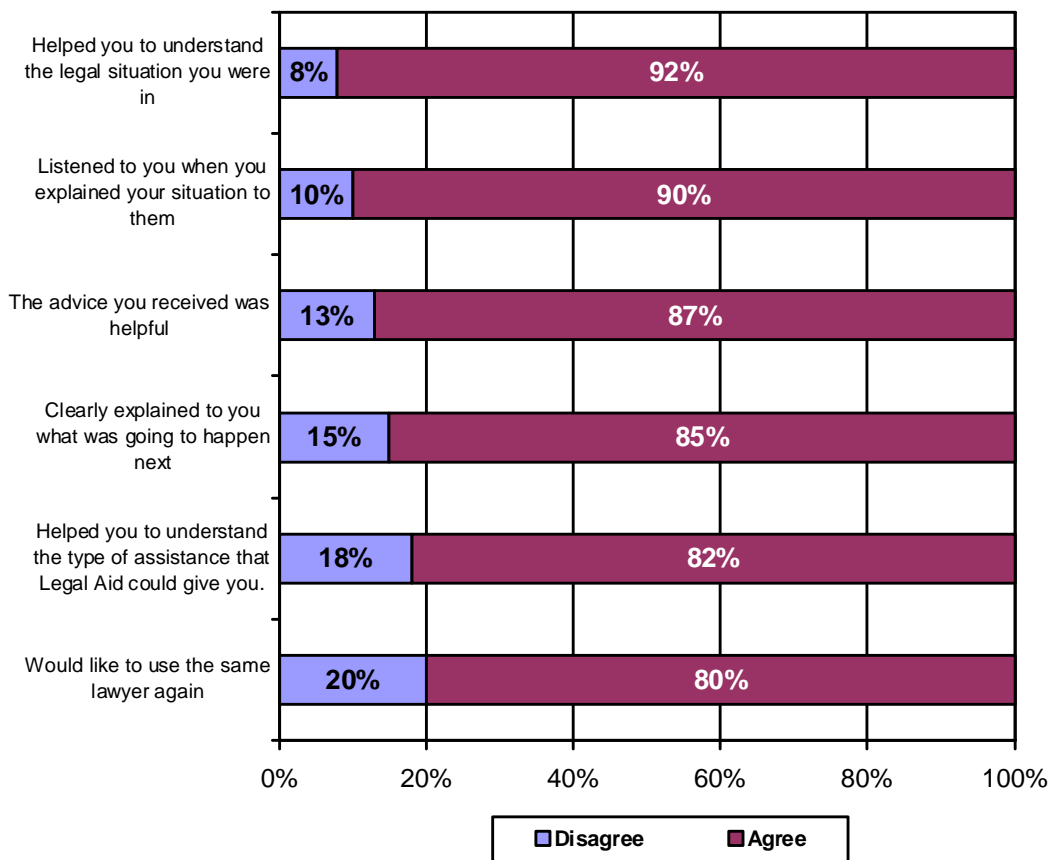
	Total n = 77	Percentage Response
CUSTODY STATUS		
Non Custody surveys	60	78%
In Custody surveys	17	22%
GENDER		
Male	55	71%
Female	22	29%
AGE		
18-24	25	33%
25-34	20	26%
35-44	18	23%
45-54	8	10%
55-64	5	7%
65 or over	1	1%
PLACE OF BIRTH		
Australia	60	78%
Identify as ATSI: Yes	4	7%
No	56	93%
New Zealand or UK	4	5%
Europe (excluding UK)	4	5%
Asia	4	5%
Africa	2	3%
Middle East	2	3%
Tahiti	1	1%

About Assistance received from the lawyer or advisor

57% of client respondents said that the lawyer or advisor they spoke to was female and 42% said that theirs was male. One respondent couldn't remember.

Satisfaction or agreement with the statements relating to the assistance the lawyer or advisor provided was high – the lowest level of satisfaction being 82%. Nine out of ten respondents felt that the lawyer listened to them when the client explained their situation (90%), and helped them to understand the legal situation they were in (92%). Further, 82% agreed that the lawyer helped them to understand the type of assistance Legal Aid could give them, 87% said that the advice they received from their lawyer was helpful and 85% said that the lawyer clearly explained what the client needed to do next.

Chart 5 – Level of satisfaction with the lawyer or advisor



Eight out of ten respondents said they would like to use the same lawyer again should a similar situation arise in the future. Of the 20% who didn't agree with this, 43% said it was because the lawyer didn't seem to listen to them.

Client respondents were asked about usefulness of the advice and the assistance they received about their criminal law matter. Just over 80% stated that the advice and assistance they received was useful – 38% said “Extremely Useful” and 43% “Fairly Useful”. Close to half of respondents (53%) said that they attended a Legal Aid Office in person for advice. Of these, 88% said it was “easy” to get help once they attended (24% said “Extremely Easy” and 63% “Fairly Easy”).

Three quarters or 74% of the respondents went to court with their legal matter and of these, 75% were satisfied with the advice the lawyer or advisor gave them and 81% felt that the advice and other assistance they received in preparing them for their court appearance was useful.

Overall, just two thirds (66%) of respondents felt that their legal situation had either greatly or somewhat benefited as a result of contacting Legal Aid. A further 23% stated that there had been no change in their situation and 10% that their legal situation had suffered to some extent as a result of contacting Legal Aid.

Comparisons to the 2006/2007 Legal Advice survey results

Satisfaction or agreement across all statements relating to the assistance the lawyer or advisor provided was similar to 2006/2007. Agreement levels ranged from 80% to 92% this year compared to 80% to 93% in the previous report. There was a slight decrease in the proportion of respondents who stated that the lawyer or advisor clearly explained to the client what they needed to do next - 85% this year compared to 91% in 2006/2007.

Both this year and in 2006/2007, 81% of respondents felt the advice they received about their criminal law issue was 'useful'.

53% of respondents this year attended a Legal Aid office 'in person' for advice compared to 64% in the last report. In 2009, 88% of respondents found it was easy to get help once they attended compared with 83% in 2007.

Three quarters, or 74% of respondents in this year's survey went to court, compared to 60% of respondents who said that they did in the last report. Similar proportions of respondents this year and in the last survey stated they were satisfied about the advice the lawyer/advisor gave them (76%). However, this year 81% of these respondents felt that the advice and other assistance they received in preparing them for their court appearance was useful compared to 72% last time.

Overall, 66% of Legal Advice clients felt that their legal situation had either greatly or somewhat benefited as a result of contacting Legal Aid this year, compared with nearly 63% in 2006/2007 – the proportion of clients who felt that their legal situation had stayed the same had decreased from 30% to 23%.

Survey of Grants of Aid clients

Grants of Aid clients are allocated an in-house Legal Aid lawyer or a private lawyer to conduct their particular case on an ongoing basis. This may be in the Supreme Court, District Court, Petty Sessions or Children's Court. The types of representation provided include pleas of guilty, defended matters (trials) and appeals.

Response Rates

There were 428 Grants of Aid clients, of which 145 (34%) were flagged as 'in custody'. A contact list for the balance of 283 'non custody' clients was provided to Advantage by Legal Aid WA.

Staff from Legal Aid conducted 27 face to face interviews (19%) from the population of 145 Grants of Aid clients serving custodial sentences.

Advantage made 65 contacts to achieve 50 survey contacts (a 77% response rate) with the 'non custody' portion of the Grants of Aid clients. Of the contacts where surveys could not be achieved, most were situations where the client had either not applied for a grant of aid in the last 12 months, had language difficulties, were unavailable, had moved or **were** unwilling to participate.

Table 6 - Grants of Aid Client Profile

	Total n = 77	Percentage Response
CUSTODY STATUS		
Non Custody surveys	50	65%
In Custody surveys	27	35%
GENDER		
Male	60	78%
Female	17	22%
AGE		
18-14	18	23%
25-34	27	35%
35-44	23	30%
45-54	3	4%
55-64	4	5%
65 or over	2	3%
PLACE OF BIRTH		
Australia	66	86%
Identify as ATSI: Yes	7	11%
No	59	89%
New Zealand or UK	6	8%
Europe (excluding UK)	0	-
Asia	1	1%
Africa	2	3%
Middle East	2	3%

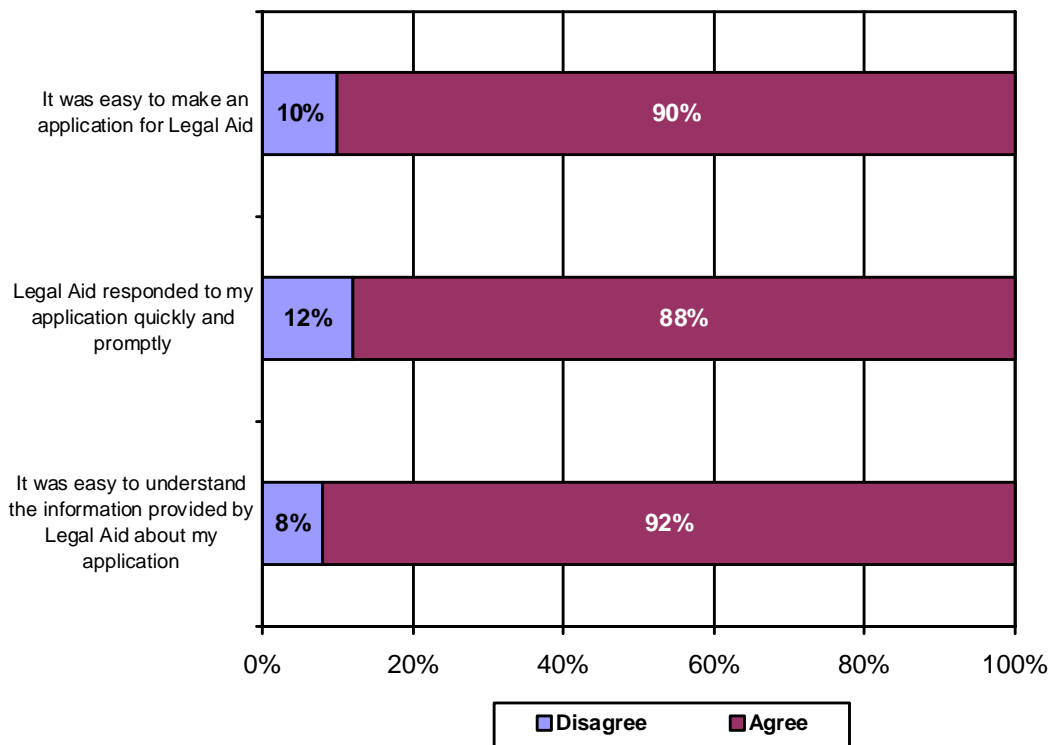
About the Application for Legal Aid.

28 or 36% of the 77 client respondents remembered lodging their application for Legal Aid electronically through a solicitor. Nearly two thirds of respondents (64%) stated they did not lodge their application electronically.

Respondents were read a series of three statements relating to their experience of applying for Legal Aid and asked to say how much they agreed or disagreed with each statement. Satisfaction levels with the experience of applying for Legal Aid were very high, with “agreement” ranging from 88% to 92% across the three statements. These levels of satisfaction are shown in Chart 8 below.

Most respondents (92%) felt that it was easy to understand the information provided by Legal Aid about their application and that it was easy to make an application for Legal Aid (90%). Close to nine out of ten respondents (88%) also agreed that Legal Aid responded to their application quickly and promptly.

Chart 6 – Satisfaction with the experience of applying for Legal Aid

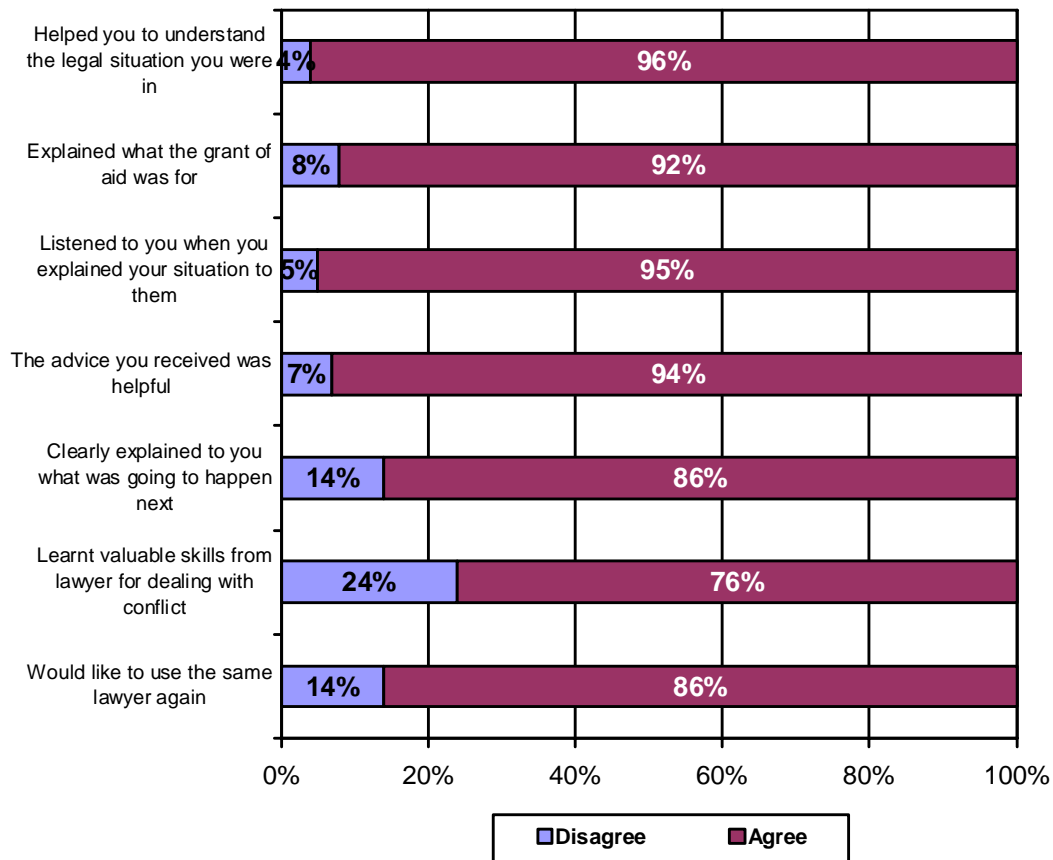


About the lawyer who represented them

Just under two thirds (64%) of respondents said that lawyer who represented them was male while 36% said their lawyer was female. 48% used a Legal Aid in house lawyer while 52% went with a private practitioner.

Respondents were read a series of seven statements about the way in which their lawyer represented them and asked to say how much they agreed or disagreed with each statement. Satisfaction levels recorded for each aspect of the lawyers' assistance being measured here ranged from 76% to 96%. Most felt that the lawyer they spoke to helped them to understand the legal situation they were in (96%), listened to them when they explained their situation (95%), explained what the grant of aid was for (92%) and agreed that the advice they received from their lawyer was helpful (94%). Around 86% agreed that the lawyer clearly explained what was going to happen next and also that if they had a similar situation in the future they would like to use the same lawyer again. Just over a quarter (76%) felt they had learnt some valuable skills from their lawyer that would help them in the future (24% disagreed with this statement). The levels of satisfaction for each aspect of the lawyer's assistance are shown in Chart 9 below.

Of the 11 respondents (14%) who would not like to use the same lawyer again, 55% said that it was because the lawyer didn't help them to get the result they wanted and a similar proportion said that the lawyer didn't seem to listen to them. Just over a third of clients (36%) didn't feel confident that the lawyer had much experience.

Chart 7 – Level of satisfaction with the lawyer

Overall Satisfaction

Grants of Aid client respondents were asked to say how satisfied they were with their dealings with Legal Aid overall. Nine out of 10 respondents (91%) expressed a level of satisfaction with their dealings with Legal Aid – Close to four out of ten respondents (38%) were extremely satisfied and over half (53) were fairly satisfied. 9% stated that they were dissatisfied to some extent.

Comparisons to the 2006/2007 Grants of Aid survey results

This year, 48% of respondents used a Legal Aid in house lawyer while 52% went with a private practitioner compared to 56% and 44% respectively in 2006/2007.

36% of Grant of Aid respondents this year stated that they lodged their application for Legal Aid electronically through a solicitor compared with 17% in 2006/2007.

48% Satisfaction levels for those questions relating to the experience of applying for legal aid were within a similar range to last year. However, a slightly lower proportion of respondents this year agreed that Legal Aid responded to their application quickly and promptly, 88% this year vs. 94% in 2006/2007.

Overall satisfaction with the lawyer or advisor who represented them had increased very slightly from 88% last year to 89% this year. The percentage of respondents who said that the lawyer helped them to understand the legal situation they were in had increased from 89% to 96% while the percentage who said that the lawyer or advisor clearly explained to them what was going to happen next decreased from 91% to 86%. Levels of agreement with all other statements about the lawyer or advisor who represented them are broadly similar to those in the last report.

91% of respondents this year expressed some satisfaction with their dealings with Legal Aid overall, compared to 89% in 2006/2007.

Overall Satisfaction of Criminal Law Clients

The Legal Advice, Duty Lawyer and Grants of Aid surveys each contain a number of satisfaction measures that are used to create a composite score for the overall level of satisfaction of Legal Aid's Criminal Law clients for the Annual Report.

Methodology

The same methodology used to calculate the satisfaction index in previous years has been used again this year but has been updated to include some additional questions this year.

The index has been calculated by taking a weighted average of the overall satisfaction level of each Criminal Law client group. The respective population to sample ratios (standardised to sum to one) were used as the weights.

For each client group, a satisfaction level was calculated for each area using a simple average of the percentage of satisfaction which resulted for a number of questions relating to client satisfaction. Questions pertaining to the outcome of the client's legal situation were excluded from the overall measure of satisfaction. The overall satisfaction level for each client group was then calculated as an average of the satisfaction levels for each of the areas that client group was surveyed about. The questions which were included in calculating the percentage of satisfaction for each of the client groups have been included in Appendix III.

All questions included in calculating the index of satisfaction had a four point response scale ranging from "strongly disagree" to "strongly agree". The two highest ratings (agree and strongly agree) were used to calculate the percentage of satisfaction achieved for each item. Prior to the 2006/2007 Criminal Law client satisfaction survey, the response scale also allowed for a 'Neutral' response. Comparisons to earlier reports need to be viewed with this in mind.

Respondents who answered "not applicable" were excluded from the calculation of percentage for that item.

Overall Satisfaction Results

All the client groups had satisfaction levels of over 83%. The Grants of Aid clients had the highest level of satisfaction (89.5%) closely followed by the Legal Advice (86.0%) and Duty Lawyer clients (83.9%). The overall weighted satisfaction was calculated to be 85.4%. Table 7 below gives the satisfaction levels for each client group and their associated levels of accuracy. The accuracy levels were calculated to provide a 95% confidence interval where we can be confident that the overall satisfaction levels lies between 82.1% and 88.7%.

Table 7 – Satisfaction levels and the level of accuracy achieved

Criminal Law Client Group	Satisfaction	Level of Accuracy
Duty Lawyer	83.9%	+/- 4.3%
Legal Advice	86.0%	+/- 6.7%
Grants of Aid	89.5%	+/- 6.2%
TOTAL	85.4%	+/-3.3 %

The following table shows the satisfaction calculated this year for each client group compared with results from 2004/2005

Table 8 - Overall Satisfaction Index

Client Group	Satisfaction Rating 2006/2007	Satisfaction Rating 2008/2009
Duty Lawyer	85.6%	83.9%
Legal Advice	87.0%	86.0%
Grant of Aid	88.9%	89.5%
Composite Satisfaction Index	86.6%	85.4%

Satisfaction breakdown by demographics

Cross-tabulations were used to assess whether there were differences in overall satisfaction ratings for each group across key demographics such as gender of the client, gender of the clients' lawyer, whether or not the client was 'in custody' and for Grant of Aid clients only, whether their lawyer was a private practitioner or an in-house Legal Aid lawyer.

About the Lawyer or Advisor

Criminal Law Client Group	Male Client	Female Client	Male Lawyer	Female Lawyer	Non custody	In custody	Private Practitioner	In-house Lawyer
Duty Lawyer	83.9%	83.6%	85.7%	82.9%	85.7%	61.9%	N/A	N/A
Legal Advice	83.9%	91.3%	87.7%	84.4%	89.5%	72.6%	N/A	N/A
Grants of Aid	88.3%	92.3%	86.8%	93.4%	94.3%	79.7%	86.0%	92.3%

Some of the groups include relatively small sample sizes eg. clients 'in custody', as well as female clients, and care should be taken in interpreting these results.

As can be seen, the 'in custody' clients from all three clients groups show significantly less satisfaction with the lawyer/advisor.

Legal Advice clients who were female appear to show greater satisfaction than male Legal Advice Clients. However, there is no significant difference between satisfaction levels across the genders for the other two client groups – Grants of Aid and Duty Lawyer.

Legal Advice clients who dealt with a female lawyer were more likely to be satisfied than those clients who dealt with a male lawyer. Again, there were no significant differences with the other two client groups.

Grants of Aid clients who used an 'in house' Legal Aid WA lawyer were more likely to be satisfied with the lawyer/advisor compared to those Grant of Aid clients using a private practitioner.

About the Application Process (Grants of Aid Only)

Criminal Law Client Group	Male Client	Female Client	Male Lawyer	Female Lawyer	Non custody	In custody	Private Practitioner	In-house Lawyer	Lodged electronically *	Standard application
Grants of Aid	92.8%	80.4%	88.4%	92.9%	87.7%	91.3%	86.7%	93.7%	89.3%	90.5%

*NB. Only 28 of 77 Grants of Aid client respondents lodged their application electronically.

A greater proportion of male Grants of Aid clients were satisfied with the application process compared with female Grants of Aid clients. Grants of Aid clients who used an ‘in house’ Legal Aid WA lawyer were also more likely to be satisfied with the application process compared to those Grant of Aid clients using a private practitioner.

Online and Print Publications Users CLC Survey

This is the seventh year that this survey has been undertaken to determine the views of the Community Legal Centres (CLCs) on the Legal Aid online and print publications.

Response Rates

26 responses were achieved from the 28 CLCs on Legal Aid's CLC distribution list. This is a response rate of 93%.

NB. In calculating the percentages of agreement with statements on each aspect of the online and print publications, those who said "don't know/not applicable" were not included.

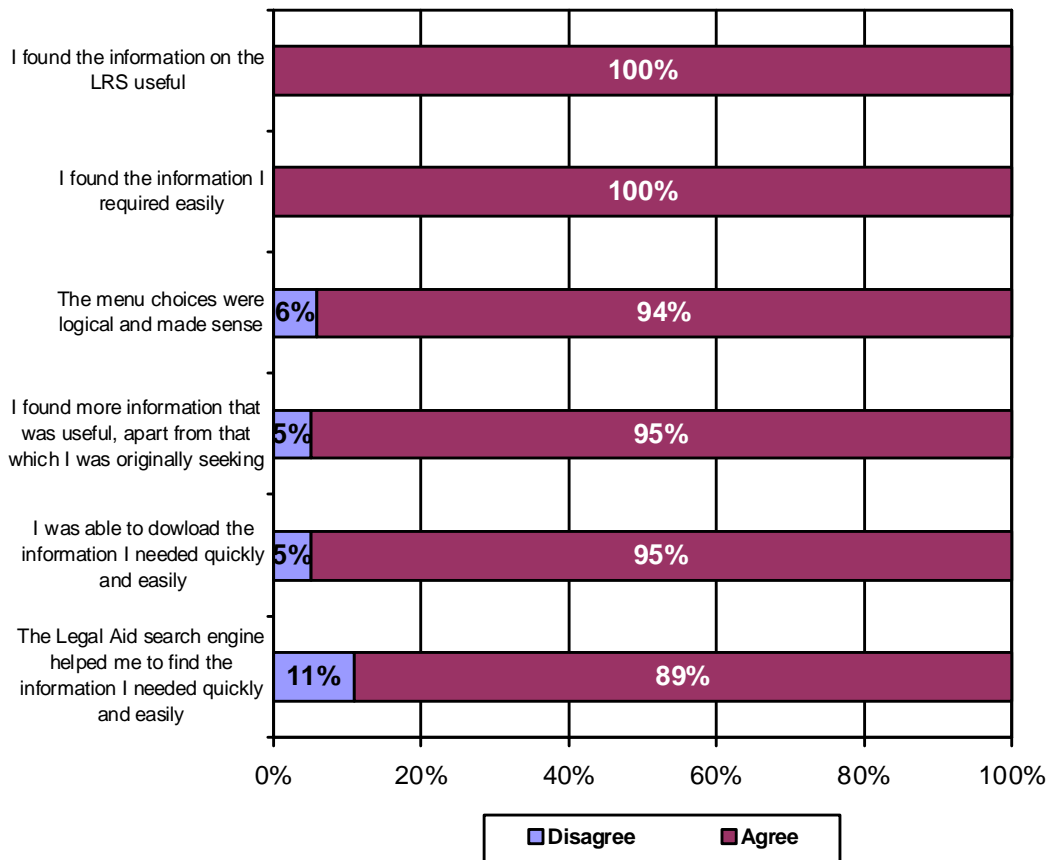
Knowledge about and use of the online and print resources

Of the 26 CLCs responding, 24 (92%) had heard about the Legal Aid online and print publications. However all 24 CLCs that knew about these resources had used them. 92% of CLCs that have used the online and print publications have done so at least once a week.

About the Legal Resource System (LRS)

Legal Aid has a "restricted use" Legal Resource system (LRS) which is accessed through the website using a password protected login procedure. Of the CLCs that use the online and print publications, 20 or 81% were aware of the Legal Resource System (LRS).

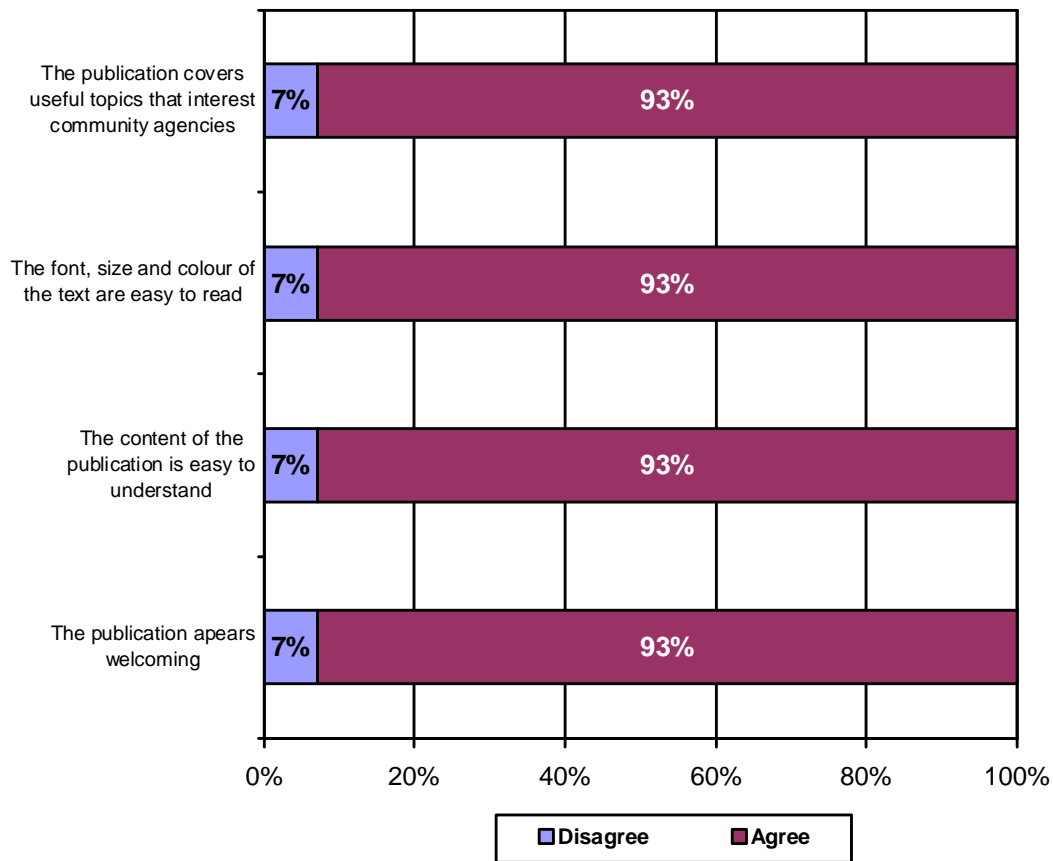
Satisfaction with the Legal Resource System (LRS) was high. All of these CLCs (100%) found the information on the LRS useful and agreed that they could find the information required easily. Most felt that the menu choices were logical and made sense (94%), that they were able to download the information they needed quickly and easily (95%) and agreed that they found more information on the LRS that was useful apart from that information which they had originally been seeking (95%). 89% also agreed that the Legal Aid search engine helped them to find the information they needed quickly and easily.

Chart 8 - Figure Level of Satisfaction with the Legal Resource System

About the Legal Aid CLC Bulletin Newsletter

Legal Aid WA produces a newsletter called the CLC Bulletin to keep CLCs informed about news, happenings and services. Just under two thirds (63%) of the 24 CLCs that knew about Legal Aid online and print publications were aware of the CLC Bulletin. 38% were not aware of the CLC Bulletin.

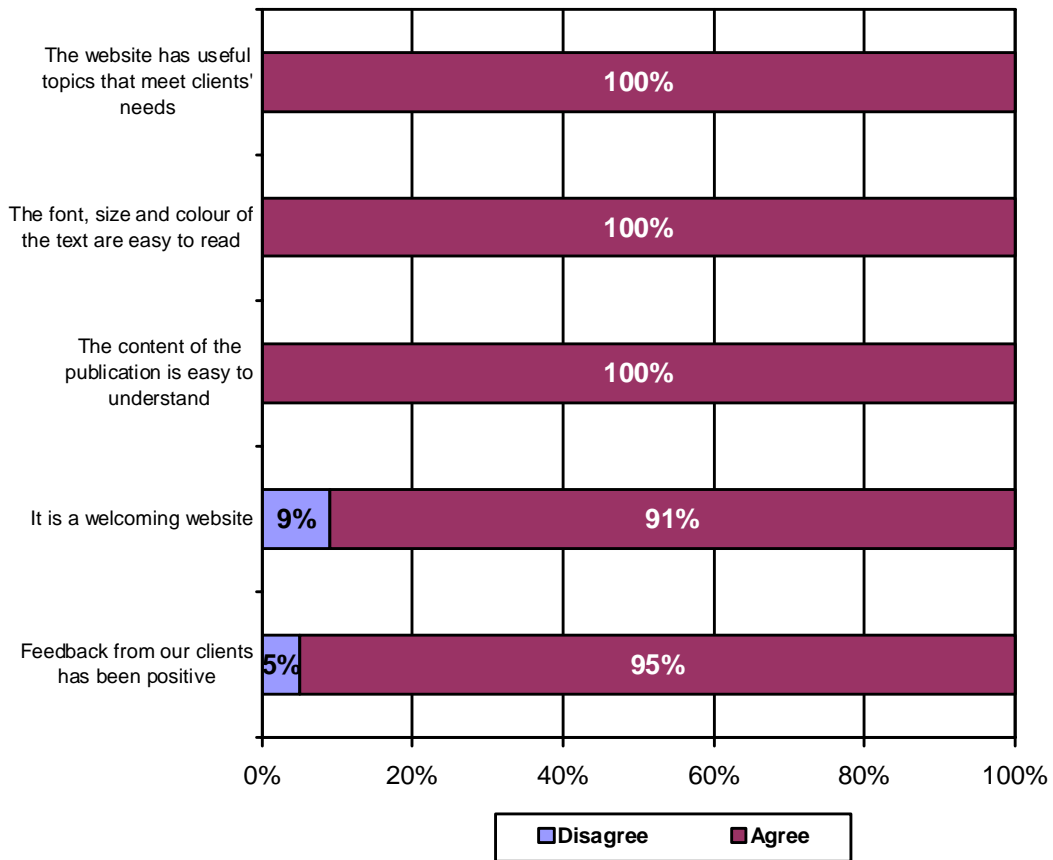
Of the 15 CLCs aware of the Bulletin, most (93%) agreed that the content of the publication is easy to understand, that the font size and colour of the text are easy to read, that the publication covers useful topics that interest community agencies and that the publication appears welcoming.

Chart 9 - Level of satisfaction with the Legal Aid CLC Bulletin newsletter

About the Legal Aid Public Website

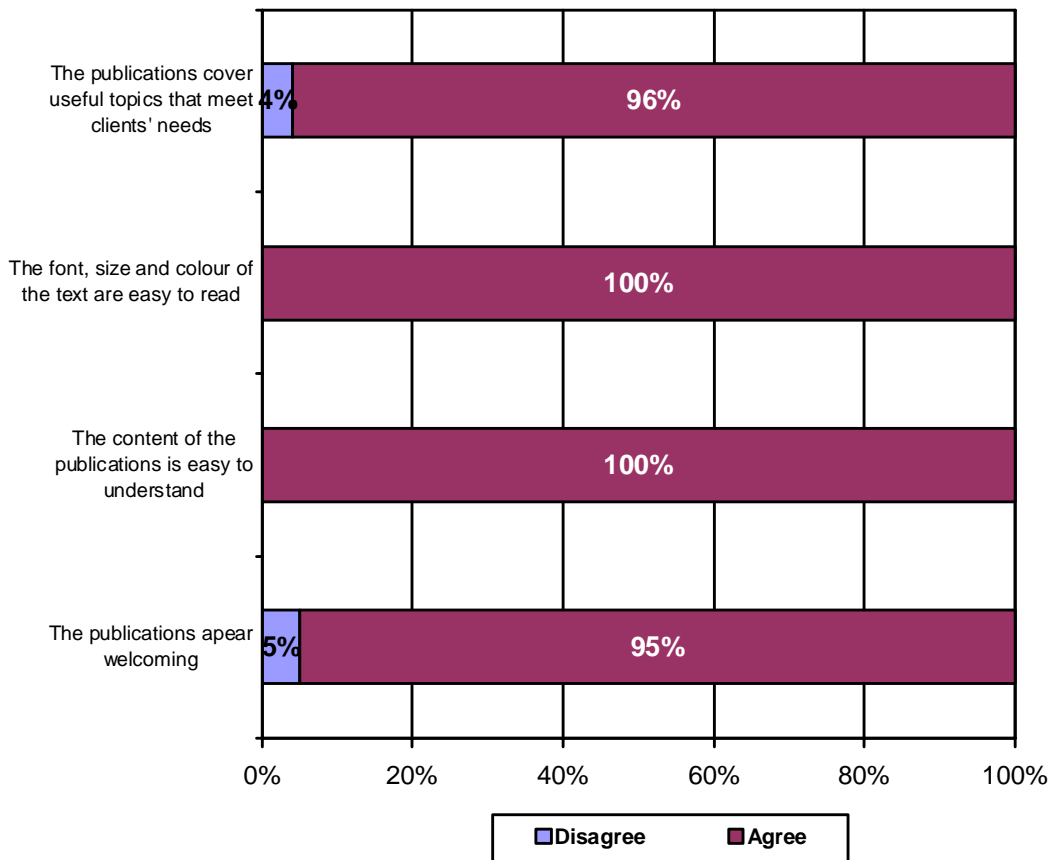
Overall, the CLCs were very positive about the public website. All agreed that the website has useful topics that meet client's needs, that the font size and colour of the text are easy to read and that the content of the website is easy to understand. Most respondents (91%) consider the website to be welcoming.

95% of the CLCs who had received feedback from their clients about the website agreed that it had been positive.

Chart 10 - Level of satisfaction with the Legal Aid Public Website

About the Legal Aid Print Publications

Again the responses to statements about print publications were very positive with all who had used them agreeing that the content was easy to understand and that the font, size and colour of the text was easy to read. The majority also felt and that the publications appear welcoming (95%) and cover useful topics that meet clients needs (96%).

Chart 11 - Level of satisfaction with the Legal Aid print publications.

Overall satisfaction with online and print publications

An overall measure of satisfaction of the Legal Aid online and print publications was calculated by taking the percentage of respondents who agreed with each statement about aspects of usefulness and appearance of each of the Legal Aid Legal Resource System, CLC Bulletin, public website and print publications. Respondents who answered “don’t know/not applicable” were excluded from the calculations for that particular item.

The overall satisfaction with the Legal Aid online and print publications was calculated as 95.7% with an accuracy of +/- 3.1%.

The CLCs were also asked to comment on what they liked best and what they liked least about the Legal Aid online and print publications. These comments have been included verbatim in the CLC tables at Appendix I.

Comparisons to the 2007/2008 CLC survey results

Overall satisfaction with the Legal Aid online and print publications was very similar to last year - 96% this year compared with 97% in 2007/2008.

Satisfaction with the usefulness of the Legal Resource System (LRS) was 96% this year compared with 100% from the last survey. In particular, agreement with the statement “The Legal Aid Search Engine helped me to find the information I needed quickly and easily” had decreased from 100% last year to 89% this year.

The Legal Aid public website received similar proportions of satisfaction to last year – ranging from 91% to 100% this year compared with 90% to 100% last year.

Satisfaction levels with both the Legal Aid CLC Bulletin and Legal Aid print publications were similar to last year. In both years, there were only two CLCs that showed any dissatisfaction at all.