

## **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 not appear on any document that includes this information.

## **ADVICE/CASEWORK SURVEY**

**1. How easy was it to contact or visit the service?**

Difficult                      OK                      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 well                      Very Well

**4. Did you understand the advice you were given?**

Didn't understand at all                      Understood                      Understood 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**

