



Aboriginal & Torres Strait Islander  
Legal Service (Qld) Ltd



Indigenous Legal Assistance Programme

# Client Satisfaction Survey Annual Report

July 2015 – June 2016

*Delivering innovative, professional and culturally competent legal services*

[www.atsils.org.au](http://www.atsils.org.au)



## Client Satisfaction Surveys Annual Report for 2015-16

### Part A: Statistical Information

Table 1: Summary of Client Satisfaction Surveys (2015-16)

Number of Clients Surveyed: 1,188			
Criminal Law:	1125	Civil Law:	21
		Family Law:	42
Part A: satisfaction level of legal representation			
Very satisfied	835		70.29%
More than satisfied	128		10.77%
Satisfied	216		18.18%
Unsatisfied	3		0.25%
Very unsatisfied	6		0.51%
Part B: General Observations			
Was it easy to locate our office?	Yes 791	No 11	N/A 386
How quickly seen?	Quickly 909	Fairly Quickly 269	Too Slowly 10
How treated by staff?	V. Well 958	Well 169	Adequately 60 Poorly 1
Comprehensible explanation?	Yes 1180		No 8
Satisfied with staff handling?	Yes 1184		No 4
Culturally sensitive?	Yes 1171		No 17

**Conclusion:** An excellent outcome – with in excess of 81% of clients being either very satisfied or more than satisfied with the service provision received – with less than 1% of clients being unsatisfied.



**Table 2: Satisfaction by Remoteness Index (all law types)**

Office Location	Very Satisfied	More than Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Percentage Satisfied +
Metropolitan	159	22	15	1	1	98.99%
Regional	475	80	150	2	2	99.44%
Remote	201	26	51	0	3	98.93%
<b>Totals:</b>	<b>835</b>	<b>128</b>	<b>216</b>	<b>3</b>	<b>6</b>	<b>99.24%</b>

**Table 3: Satisfaction by Law Type**

Law Type	Very Satisfied	More than Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Percentage Satisfied +
Criminal	785	117	215	3	5	99.29%
Civil	16	4	1	0	0	100%
Family	34	7	0	0	1	97.62%
<b>Totals:</b>	<b>835</b>	<b>128</b>	<b>216</b>	<b>3</b>	<b>6</b>	<b>99.24%</b>

**Note: Office by office figures are also analysed (albeit not contained within this report)**

## **Part B: Client Feedback (written comments – by office location)**

### **Beenleigh Comments:-**

- Very prompt service
- Communication was good
- Could be better by checking that everyone has representation

### **Brisbane Comments:-**

- Work organisation & construction of the case defence & common knowledge
- Very happy
- Things we well explained



- Has been with me from the start – without her I would be here writing toady – Power to the people
- Lawyer was excellent in keeping me informed of all aspects of the case and provided me excellent advice and support and I am very grateful & appreciative of this support and would recommend ATSILS to any future clients.
- Could be better with replaceable lawyers if needed

#### **Bundaberg Comments:-**

- Happy with my advice
- Nat was very helpful in explaining the process to me – thanks
- Thanks you for helping so much
- I was impressed with service, really happy with representation – thanks you
- All aspects of assistance was great, excellent communication
- Looked after my best interests
- Everything was very good
- Good support
- My matter was dealt with – very excellent results

#### **Charleville / Cunnamulla / Roma Comments:-**

- It was extremely good how Solicitor kept in contact with us & was upfront from the start was really pleased with outcome
- Very good
- Direction given was very good
- Happy with outcome
- Great staff very helpful
- Could have been better by not changing solicitors as we had to keep telling the same story (3 solicitors)
- The contact I was very happy with
- It is better now than it was 4 years ago
- Had a good solicitor
- Happy with outcome and Laurie representing me
- Explained what I can't understand
- This was the best service I ever have had and it was because of the solicitor
- Could have been better – office was a little untidied, paperwork could be put away



### Hervey Bay Comments:-

- Excellent communication between the service and myself – up to date, reports and info regarding the process
- Easy to work with and kept me informed with court hearings
- Professional in all areas
- Went well thank you so much

### Ipswich Comments:-

- Communication was very good I knew what was happening at every step can't thank him enough for his efforts
- Communication was great
- Extremely good
- My lawyer was a straight shooter and what he says he does and he actually cares
- Spoken to nicely & everything was explained very well
- Solicitor was amazing, caring and gave me the time of day and made me feel at ease
- Service was fast and explained well
- I got the best outcome, staff was great and always been helpful
- The way I was treated was good
- Always go above and beyond
- Really in touch with the family and do all I asked thank you more than words could say
- Very please pf outcome of court and my lawyers service
- Could have been better - I saw [name omitted from report] for 2 minutes, I felt I wasn't given the time of the day, I felt he was rude and felt lessor of a person compared to him

### Mackay Comments:-

- My representation was good
- They were good in all areas
- My completed service was great
- I was very happy that ATSILS represented me
- All good
- Everything went fine
- Representation was really good & they listened to me
- Happy with the lot e.g. outcome and representation
- I was happy with the solicitor who represented me
- They were very through happy with outcome
- Got me a good outcome
- Everything went fine



- My solicitor was very successful with the little information she had
- Overall 100% great
- Representation & explanation of charges and outcomes was good
- Solicitor asked questions and very clear
- Representation and explanation was very good
- Could have been better – my solicitor was unsure and did not feel confident
- Could have been better with a full time family lawyer it was stressful when I couldn't get one

#### **Maroochydore Comments:-**

- I was treated with respect and they helped me and listened to me
- Great – keep up the good work
- Very easy to communicate with and work with
- Very happy with service
- Very professional also listed to my events and delivered the same to the court
- Very well explained for my understanding
- Tim was fantastic in the way he handle everything on the day and the lead up Very pleased thank you so much
- I wouldn't go anywhere else for legal advice
- Legends they listened to you
- All round very good service
- Lawyer did the best he could with the charges I had
- Very helpful with everything
- He done everything he could & I am happy with the outcome
- Getting charges dropped to a lesser charge. Explaining when was happening throughout the course of going to court
- The service was great very understanding do their job to a high standard and will use them again and recommend them to other people
- I couldn't ask for a better solicitor
- She is particularly through and everything got done – team was brilliant
- Mediation was excellent – getting somewhere there
- My matter was such short notice – 4 days to put it together – working w/ends – the team did such a great job
- They went the extra mile to make calls to me everyone was really considerate to my needs
- They made sure I understood the legal jargon – I finally got a resolution
- I felt that all the legal assistance and representation in relation to my family law matter was outstanding
- Very helpful and personal service I felt supported and communication was clear and upfront
- Solicitor answered all my questions – very good explanation at what could happen and how he could help me in this situation
- Could have been better – parking was very difficult



### Murgon Comments:-

- I thought they were helpful
- Explained all aspects of defence well
- Services were good
- Staff are easy to talk to and do a very good job
- At any time of day I was able to contact by phone or email. Made it much easier through the ordeal
- Following up with me and leaving messages as I struggled through the last 6 months. Being available to answer phones calls / reassure on weekends and receiving written confirmation of court outcomes
- Could have been better – I felt let down in May of this year when the [omitted] lawyer, [name omitted from report] didn't help me with my case re: [omitted]
- Could have been netter – A little bit disappointed that they couldn't attend the watch house quicker. I don't like spending the whole day locked-up

### Normanton Comments:-

- Very good rep from the lawyer
- First time – very good
- Could have been better – more presence in the community

### Rockhampton Comments:-

- Lawyers and support always there to help. There was no judgement and I am extremely happy with the outcome
- Thanks ATSILS
- I was very satisfied
- Very happy for the way that ATSILS acted on my behalf very thankful and appreciated
- Super satisfied thank you heaps
- Communication is awesome
- Thanks for the advice on the warrant
- Top efforts
- Stoked – brilliant
- Thank ATSILS, CJG and ISL court for your help
- Thank you helping me get my charge being dismissed
- Thanks you for case conferencing my matters
- Excellent communication
- Happy with service and staff – NOT happy worth curt outcome
-



### Southport Comments:-

- Very satisfied
- I will use you Aboriginal Legal Aid all the time
- Happy with the service and outcome
- As always very helpful
- I was most impressed with Sunil, he was very professional and very helpful
- They looked after me very well
- Very happy
- Very professional and caring explained everything in detail
- They did everything I could have wanted and more
- Explain things well
- Help was very good
- I was more than happy with the service's received, very much appreciated
- It was my first time going to court and my lawyer was very good and made me feel relaxed
- As always my lawyer gives me information and legal advice I ask for. She is always supportive in any situation that I have and willing to help if she can. Always points me in the right direction
- I was very happy that we resolved my problems

### Thursday Island:-

- Service was good
- Very professional approach and open and easy to talk to
- Well done keep up the good work
- You guys are great
- Very satisfied for the way you handle my case
- Client service was good
- Good at explaining the matter and outcome and clear communication
- My first time at court and a charge was dropped to this helped me – I like that the legal service and court come to Badu
- Everything was good and satisfied with the outcome
- I would recommend ATSILS to all in the area
- Good having a field office who explains to understand
- Service was very excellent and always concerned about me
- Could have been better – in need of an interpreter for kids
- Could have been better – tell me what's going on and too much court dates
- Could have been better – May need a microphone or PA system – Magistrate couldn't hear because of the fans





**Toowoomba / Dalby / Goondiwindi / St George / Warwick / Chinchilla Comments:-**

- Great support everything was explained
- I am very happy I still have my licence
- Extremely satisfied
- You are the best
- Good to talk to it a good system and very helpful
- Listened to me
- Good service
- Extremely good communication between myself and lawyer, very helpful on all levels
- Very good so happy with the outcome
- Explained everything

**Townsville Comments:-**

- Outstanding lawyer. Professionalism really shone through. I would recommend him to anybody he has changed our lives forever we will be forever in his debt. Thank you will all our hearts.
- Lawyer delivered a great service & he was culturally appropriate in delivering a quality service