



SUSSEX STREET COMMUNITY LAW SERVICE INC CLIENT SURVEY

(IF YOU WOULD LIKE THIS SURVEY IN ANOTHER FORMAT PLEASE
CONTACT THE OFFICE ON 6253 9500)

A. SERVICE INFORMATION

1. Which of the Sussex Street Community Law Service Inc services did you use?
(More than one can be ticked)

Family Law	<input type="checkbox"/>	Financial Counselling	<input type="checkbox"/>	Emergency Relief	<input type="checkbox"/>
Civil Law	<input type="checkbox"/>	Referral to another agency	<input type="checkbox"/>	Welfare Rights	<input type="checkbox"/>
Minor Criminal Law	<input type="checkbox"/>	Disability Discrimination	<input type="checkbox"/>	Tenancy	<input type="checkbox"/>
IDAS	<input type="checkbox"/>	Night Legal Service	<input type="checkbox"/>		

2. Was the service at -
- | | | | |
|--------------------|--------------------------|-----------------|--------------------------|
| East Victoria Park | <input type="checkbox"/> | Geraldton IDAS | <input type="checkbox"/> |
| Belmont | <input type="checkbox"/> | Kalgoorlie IDAS | <input type="checkbox"/> |
| Midland | <input type="checkbox"/> | Albany IDAS | <input type="checkbox"/> |
| Acacia Prison | <input type="checkbox"/> | | |

3. Have you been to Sussex Street Community Law Service before? Yes No

B. PERSONAL INFORMATION

1. Gender: Female Male
2. Year of birth: _____
3. Country of birth: _____
4. If born in Australia, are you of Aboriginal or Torres Strait Islander origin? Yes No
5. What is your postcode? _____
6. Do you have a disability? Yes No
7. Did you need an interpreter? Yes No

C. CLIENT SATISFACTION

ADVICE/CASEWORK:

1. How easy was it to contact or visit Sussex Street Community Law Service Inc?

Difficult OK Easy

If it was difficult, why? _____

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

Further comments _____

4. Did you understand the advice you were given?

Didn't understand Understood Understood very well

If you didn't understand, what could we do to make it easier for you to understand?

Further comments _____

5. How useful was the assistance provided to you in helping you to understand or deal with your problem?

Not useful at all Useful Very useful

Further comments _____

6. Do you have any comments to make about the services you received from Sussex Street Community Law Service Inc?

Further comments _____

THANK YOU FOR FILLING IN THIS SURVEY