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Victoria Legal Aid

Customer Survey 2023

Easy Read Summary

September 2023

# What this summary is about?

|  |  |
| --- | --- |
|  | Victoria Legal Aid helps people that have problems **and** might need some legal help. |
|  | Victoria Legal Aid might:   * Answer questions on the phone * Give advice and suggestions * Help at court |
| ORIMA logo | Victoria Legal Aid asked ORIMA Research to find out from people:   * what was working well * and what can be better. |
| Survey | We asked what people thought by sending them a survey. |
|  | **926** people did the survey. |

# Thumbs up = what is working What they are doing well

People told us that Victoria Legal Aid were doing some things very well.

|  |  |
| --- | --- |
|  | Are easy to contact when people need help. |
|  | Treat people with respect. |
| A picture containing clipart  Description automatically generated | Listen to people. |
|  | People feel better about getting legal help in the future. |

# What they can do to make it better



People told us that Victoria Legal Aid can do some things better.

|  |  |
| --- | --- |
| Shape, circle  Description automatically generated | Learn more about the person’s situation. |
| A picture containing text, clock  Description automatically generatedplus icon | Spend more time to help people. |
|  | Let people ask more questions. |
|  | More help for people with support needs.  This could be for their disability, health or life situation. |