

Victoria Legal Aid

Client Experience Survey 2024

Easy Read Summary

June 2024

# What this summary is about?

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|  | 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 written survey.**802** people did the survey. |
|  | We also talked with 30 people who did the survey. |

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

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

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| --- | --- |
|  | They are easy to contact. |
|  | They treat people with respect. |
| A picture containing clipart  Description automatically generated | They listen to people. |
|  Shape, circle  Description automatically generated | They make people feel better about getting legal help. |

People said similar things in 2023.

#  What could be better

Some people told us that Victoria Legal Aid could do some things better..

Some people said that Victoria Legal Aid could:

|  |  |
| --- | --- |
|  | Give better **advice** on the phone. **Advice** is:* information about the law
* help to know what to do next
 |
| A picture containing text, clock  Description automatically generatedIcon  Description automatically generated | Give more time to talk to people.  |
|  | Let people know what is happening with their legal service.  |
|  | Give more help for people with support needs.  |

# What is important

We talked with 30 people to find out what was important when getting Victoria Legal Aid.

People said it was important for them to:

|  |  |
| --- | --- |
| Information with solid fill | Learn more about how the law works.  |
|  | Have information that was easy to understand.  |
| Advocates | Feel like the lawyer was doing their best to help.  |
|  | Have a lawyer that asked about people’s disability or support needs. |