# Collection notice for Client Experience Survey 2025

This notice applies to information collected through the 2025 Client Experience Survey.

Victoria Legal Aid (VLA) has contracted [ORIMA Research](https://orima.com.au/) and [CanvasU](https://www.canvasu.com.au/) to find out how our clients experience and feel about their service from VLA.

VLA, ORIMA Research and CanvasU value, and are committed to, protecting your privacy and processing your personal information fairly and lawfully in compliance with privacy laws.

For information about our collection, use, and disclosure of personal information, read about [how VLA handles personal information](https://www.legalaid.vic.gov.au/how-we-handle-your-personal-information). You can also read the privacy policies from [CanvasU](https://www.canvasu.com.au/privacy) and [ORIMA Research](https://orima.com.au/privacy-policy/).

## Why are we asking you to tell us about your experience with us?

We have contacted you because you have used our services between June and November 2024. By completing this survey, your voice and views will help us improve our work.

Client perspectives are vital in helping us make sure we are responding to people’s needs and contexts and providing support in the best way we can.

Client feedback and experience in the survey will:

* help us better understand clients’ experiences of our services
* help us make decisions about how we can improve our services for all clients.

## Do I have to complete this survey?

**You do not have to complete the survey. It is completely voluntary.**

If you do not want to do it, this will not change anything about the assistance you receive from us or your VLA lawyer, now or in the future.

## Who will we disclose your information to?

ORIMA and CanvasU are inviting a range of VLA clients to participate in an online survey. Some clients will be contacted by phone to complete the survey. All responses are confidential.

ORIMA Research has been provided with a limited amount of client detail to enable them to seek client responses to the survey and develop a report based on the findings.

The published findings will only have grouped de-identified survey results that show general client feedback. It will have no client names or reference to any specific client or any sensitive personal information.

We will publish a public report about the findings of the survey on our website and also share it with government and key stakeholders. You can also view [previous client experience surveys](https://www.legalaid.vic.gov.au/client-experience-surveys#previous-surveys) online.

## Accuracy and access to information

We take all reasonable steps to ensure that the information we hold is accurate and complete, and that it is protected from misuse, loss, unauthorised access, or disclosure.

Your personal information will only be retained for as long as required for the purpose it was collected. We will not disclose your personal information to anybody else unless you have given consent, or we are authorised or required to do so by law.

If you have questions about your feedback or would like to access your feedback while the survey is open or within 14 days of it closing, you can contact [research@vla.vic.gov.au](mailto:research@vla.vic.gov.au).

## Who to contact if you have any issues or questions

If you are doing the survey and are having technical issues, please call ORIMA Research on 1800 806 950 or email them at [surveys@orima.com](mailto:surveys@orima.com).

You can also email VLA at [research@vla.vic.gov.au](mailto:research@vla.vic.gov.au) if you have any further questions about this survey.