**Guidance to survey administrators [REMOVE THIS SECTION BEFORE ADMINISTERING SURVEY]**

The below survey questions are primarily designed for staff in organisations with whom you have form service delivery partnership. It could be used to help you to:

* Measure the strength of your relationship with an organisation;
* Determine their views about the effectiveness and quality of your service delivery partnership;
* Determine whether you have built their capability to spot legal issues and refer clients
* Seek their general feedback on your service and how you could improve

These questions are taken from the Federation of CLCs full Stakeholder and Partner Feedback Survey, which is available on the Federation’s website.

We are surveying our stakeholders to help us improve our services and strengthen our partnerships. Please give us your honest feedback so that we can continue to get better at what we do.

This survey is anonymous and confidential. The results will be collated and used for internal quality improvement. Findings may also be included in publications. Care will be taken to ensure that all data included in reports and publications is fully de-identified.

If you have any queries or concerns about this survey, please contact [Name, phone, email]

# A. About you and your organisation

1. What is the name of your organisation? (Optional – leave blank if not applicable)

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2. What is your role? (Select the role most relevant to your responses to this survey.)

|  |  |
| --- | --- |
| 🞏 Legal practitioner  🞏 Other practitioner / frontline worker  🞏 Middle manager  🞏 Senior manager  🞏 Board member | 🞏 Community member  🞏 Policy development, research or evaluation  🞏 Funder / Regulator  🞏 Judiciary or court/tribunal staff  🞏 Other (please specify) |

3. What is the main field in which you work?

|  |  |
| --- | --- |
| 🞏 Law or Corrections  🞏 Health  🞏 Human Services | 🞏 Employment, Education or Training  🞏 Advocacy  🞏 Other (please specify) |

# B. Your knowledge of our organisation

4. How frequently do you, and others with whom you work, have contact with our organisation?

|  |  |  |  |
| --- | --- | --- | --- |
| 🞏 Never | 🞏 Rarely (e.g. a few  times a year) | 🞏 Regularly (e.g.  quarterly or monthly) | 🞏 Frequently (e.g. fortnightly or more often) |

5. How aware are you of our activities in the following areas?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Not at all | Somewhat aware | Very aware |
| a. Direct legal service provision (i.e. providing legal advice and assistance to people) | 🞏 | 🞏 | 🞏 |
| b. Community legal education | 🞏 | 🞏 | 🞏 |
| c. Advocacy and law reform | 🞏 | 🞏 | 🞏 |
| d. Partnership building, networking and stakeholder engagement | 🞏 | 🞏 | 🞏 |

# C. Your involvement in collaborative activities with our organisation

6. Are you, or your organisation, involved in any partnerships or collaborative activities with our organisation? These could be formal or informal arrangements. (Select all that apply.)

|  |  |
| --- | --- |
| 🞏 Funding agreement  🞏 Consortium or other formal service delivery partnership  🞏 Informal service delivery partnership (including referral arrangements)  🞏 Collaborative advocacy work | 🞏 Network  🞏 Other joint project or program (e.g. mutually involved in a shared community project)  🞏 Other collaborative activity (please specify) |

If no partnerships or collaborative activities exist, please skip to Section D below.

7. Overall, how would you rate your experience, and that of others with whom you work, in conducting collaborative activities with our organisation?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 🞏 Very poor | 🞏 Poor | 🞏 Fair | 🞏 Good | 🞏 Very good |

8. Overall, how would you rate the strength of service delivery partnerships between your organisation and our organisation at present?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 🞏 Very weak | 🞏 Weak | 🞏 Moderate | 🞏 Strong | 🞏 Very strong | 🞏 N/A |

9. Thinking about the partnerships or collaborative activities which you or your organisation shares with our organisation, do you agree or disagree with the following?

|  | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | N/A |
| --- | --- | --- | --- | --- | --- | --- |
| a. There are clear shared goals for the collaborative activities. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| b. The roles, responsibilities and expectations of partners are clearly defined and understood by all partners. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| c. Decision making processes for the collaborative activities are accountable, responsive and inclusive. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| d. At executive level, communication and coordination amongst the partners is positive and effective. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| e. At operational level, communication and coordination amongst the partners is positive and effective. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| f. There are effective processes for resolving differences and disputes amongst the partners. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| g. The partners contribute sufficient resources to support the collaborative activities. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| h. The collaborative activities have positive outcomes for the community, clients or organisations involved. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| i. The value of the collaborative activities outweighs their costs. | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

10. What is working well about our collaborative activities?

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| --- |
|  |

11. How could we improve our collaborative activities to further benefit clients and the community?

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| --- |
|  |

# D. Your view of our referral pathways and service

This section asks for your views on our referral pathways and overall services.

**If you have no knowledge of our referral pathways and overall services.(through your own contact with our organisation, information you have seen, or through hearing feedback about our services from others), please skip to Section E below.**

12. Do you, or others with whom you work, sometimes need to refer people to legal assistance services? If so, do you agree or disagree with the following statements about referrals?

|  | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | N/A |
| --- | --- | --- | --- | --- | --- | --- |
| a. The CLC referral pathways are easy to access | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| b. The CLC provides clear and transparent guidance about who to refer and how to refer | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| c. The CLC provides prompt feedback on referrals received | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| d. We feel confident in referring people to the CLC for legal assistance | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

13. Have you received training or other information from our service about the work CLCs do and how to refer people to us? If so, do you agree or disagree with the following statements:

|  |
| --- |
| **As a result of the training or other information I received…** |

|  | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | N/A |
| --- | --- | --- | --- | --- | --- | --- |
| a. I am more able to identify when a person has a legal issue that a CLC could help with | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| b. I am more confident to make appropriate referrals to the CLC | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

14 Have you, or others with whom you work, received referrals from our organisation? If so, do you agree or disagree with the following statement regarding referrals from our organisation?

|  | Strongly disagree | Disagree | Neutral | Agree | Strongly agree | N/A |
| --- | --- | --- | --- | --- | --- | --- |
| a. The CLC makes appropriate referrals to me / my organisation | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

15. What are the best aspects of the services we provide?

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|  |

16. How could we improve our services to further benefit clients and the community?

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# E. Final comments

17. Overall, in your view, how important is the work of our CLC in increasing the likelihood that people most in need experience justice?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 🞏 Not at all valuable | 🞏 A little valuable | 🞏 Somewhat valuable | 🞏 Quite valuable | 🞏 Very valuable | 🞏 Don’t know |

18. What other comments do you have about our organisation and how we can continue to improve our work?

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|  |

*Thank you! We appreciate your feedback and will use it to continue improving our work.*