



From: "Williams, Timika" <Timika.Williams@legalaid.nsw.gov.au> 
Subject: Service Provider Feedback Survey Report for the Illawarra Le...
To:  Truda Gray

Attachments:  Illawarra Legal Centre OSP Survey Report.pdf / Uploaded...

Dear Truda,

Please find attached the Other Service Provider Feedback Survey Report for the Illawarra Legal Centre. Five of your nominated stakeholders completed the survey, however, I had some difficulty contacting some of the original stakeholders.



Congratulations on receiving such positive feedback. I acknowledge the comments from stakeholders indicating that the centre has established good relationships with other service providers and organisations, in particular, I note the fantastic comments arising from another service provider on the south coast region relating to ways in which to work together to service the financial counseling needs of the community. We also have great comments from other CLC centre managers/coordinators in particular the tenancy service as you are the main source of referral for shoalhaven and south coast residents to seek assistance with their tenancy issues. I note that most stakeholders indicated that the referral process seems to be very appropriate and the feedback provided by clients referred to ILC say the effectiveness of assistance provided was very positive. In relation to your work with young people, I acknowledge that one respondent said that the Illawarra Legal Centre is a valued and respected service provider working in partnership with other community services to provide youth services and through the court support scheme. I also note the comments in relation to the integrated case management that the Centre provides across a range of functions.

It would be appreciated if you could provide a copy of this report to your Management Committee for their information and if you would provide me or Bron with any comments or feedback you or the Management Committee have in relation to the report.

If you need any information please contact me on 9219 5629 or Bronwyn McCutcheon on 9219 5086.

Kind Regards

Timika

Timika Williams, Project Officer | CLC's Funding Program
Community Partnerships | Legal Aid NSW
 (02) 9219 5629 |  (02) 9219 5163

Legal Aid
NEW SOUTH WALES 

Other Service Provider Feedback Survey Report

2010-2013 Service Agreement Period

In accordance with the Community Legal Service Program (CLSP) service agreement and program guidelines, community legal centres funded under the CLSP will be provided with feedback on their performance.

This feedback includes input from other relevant service providers on the accessibility and responsiveness of service delivery, the appropriateness and effectiveness of referrals and the extent of collaboration with other service providers.

This report is a summary of the responses provided by other service providers in relation to your organisation.

Survey Responses

Contextual Information

This information is useful in understanding the context in which responses were made.

Question 1: Please nominate which community legal centre you are responding in relation to.

Illawarra Legal Centre

Question 2: What is the name of your organisation?

- Lifeline South Coast NSW
- Shoalcoast Community Legal Centre
- Southern Youth and family Services
- Warrawong rEsidents Forum Inc
- Legal Aid NSW

Question 3: What is your name?

Names were provided for the purpose of completing the survey however, for privacy reasons, individual names are not listed.

Question 4: Please choose one of the following:

Answer Options	Response Percent	Response Count
I wish to remain personally anonymous	0.0%	0
I do not wish to remain personally anonymous	100.0%	5

Question 5: What best describes your role in your Organisation?

Answer Options	Response Percent	Response Count
Manager	80.0%	4
Legal Practitioner	20.0%	1
Other client service role - such as case worker or counsellor	0.0%	0
Administrator	0.0%	0
Other (please specify)	1	

Comments: *Community Worker as well*

Question 6: Do you or your organisation have some form of direct involvement with the centre?

Answer Options	Response Percent	Response Count
Yes	40.0%	2
No	60.0%	3

Question 7: If you answered yes to the previous question can you please indicate the nature of that involvement?

Answer Options	Response Percent	Response Count
Staff/Board membership of the organisation's management committee or vice versa	0.0%	0
Service provider partner	100.0%	2
Other (please specify)	0	

Comments: *N/A*

Question 8: What is or are your source/s of knowledge of the centre?

Answer Options	Response Percent	Response Count
Direct contact/involvement	100.0%	5
Observation but no direct contact	0.0%	0
Referrals to or from	80.0%	4
Comment from client/s	20.0%	1
Comment from others (e.g. workers at your organisation/community members/media/other service providers)	20.0%	1
Other (please specify)	0	

Question 9: If you have direct contact with the centre, what is the frequency of that contact?

Answer Options	Response Percent	Response Count
Regular	100.0%	5
Irregular	0.0%	0

Question 10: If you have direct contact with the centre, what is the nature of that contact?

Answer Options	Response Percent	Response Count
Referrals	80.0%	4
Regular stakeholder/service provider meetings	60.0%	3
Ad hoc meetings on specific issues	40.0%	2
Other (please specify)	2	

Comments:

- *Joint CLE Delivery - Workshops and Stalls*
- *Regular discussions and contact on a range of issues*

Question 11: Did your organisation receive any referrals from the centre in the past 12 months?

Answer Options	Response Percent	Response Count
No	0.0%	0
Frequently	40.0%	2
Fairly frequently	40.0%	2
Infrequently	20.0%	1
N/A	0.0%	0

Question 12: Did your organisation make any referrals to the centre in the past 12 months?

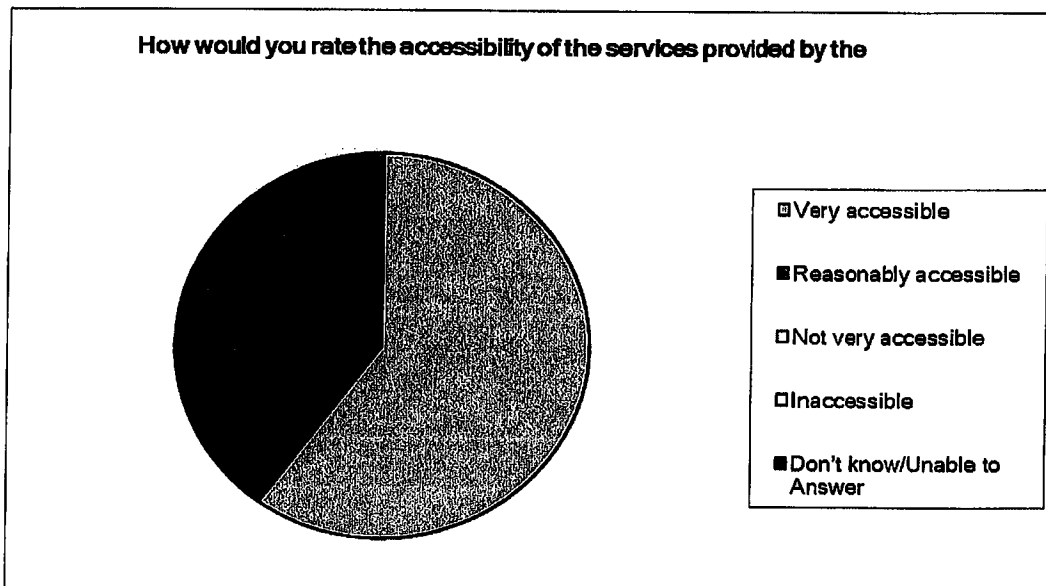
Answer Options	Response Percent	Response Count
No	0.0%	0
Frequently	60.0%	3
Fairly frequently	40.0%	2
Infrequently	0.0%	0
N/A	0.0%	0

Accessibility

Question 13: How would you rate the accessibility of the services provided by the centre?*

Answer Options	Response Percent	Response Count
Very accessible	60.0%	3
Reasonably accessible	40.0%	2
Not very accessible	0.0%	0
Inaccessible	0.0%	0
Don't know/Unable to Answer	0.0%	0

*Accessibility includes the physical location, hours of operation, waiting time for appointments, efforts to increase accessibility for clients, or particular groups of clients, including the nature or extent of any outreach or special services.



Question 14: How would you rate the contribution of the centre to the provision of legal assistance services in the local area?*

Answer Options	Response Percent	Response Count
Significant contribution	80.0%	4
Reasonable contribution	20.0%	1
Limited contribution	0.0%	0
Minimal contribution	0.0%	0
Don't know/Unable to Answer	0.0%	0

* The core activities included in 'legal assistance services' provided by CLCs are the provision of information, advice, casework, community legal education and law reform. Where the CLC is a specialist and/or state-wide service, 'local area' should be interpreted as the target client group.

Question 15: If you rated the answers to question 13 and 14 as less than ‘reasonably accessible’ or less than ‘reasonable contribution’ can you please indicate the reasons for your rating.

Comments:

- *N/A*

Referrals

Question 16: Are the referrals made to your organisation by the centre generally appropriate given the nature of the services you provide and the availability of other service providers?

Answer Options	Response Percent	Response Count
Very appropriate	100.0%	5
Reasonably appropriate	0.0%	0
Not very appropriate	0.0%	0
Inappropriate	0.0%	0
Don't know/Unable to Answer	0.0%	0

Question 17: Do the clients that your organisation refers to the centre provide you with any feedback on the effectiveness of the assistance provided by the centre in helping to resolve their problems? If yes, is this feedback generally:

Answer Options	Response Percent	Response Count
Very positive	80.0%	4
Reasonably positive	0.0%	0
Not very positive	0.0%	0
Negative	0.0%	0
Don't know/Unable to Answer	20.0%	1

Question 18: If you rated the answers to question 16 and 17 as less than ‘reasonably appropriate’ or less than ‘reasonably positive’ can you indicate the reasons for your rating.

Comments: *N/A*

Responsiveness

Question 19: How would you rate the responsiveness of the centre to the needs of the clients that you refer to the service?*

Answer Options	Response Percent	Response Count
Very responsive	80.0%	4
Reasonably responsive	20.0%	1
Not very responsive	0.0%	0
Unresponsive	0.0%	0
Don't know/Unable to Answer	0.0%	0

* Responsiveness includes things like whether the service is receptive to clients' problems, whether the service understands clients' problems and helps clients to understand their own issues, and whether the service is culturally appropriate for the target client groups.

Question 20: How would you rate the responsiveness of the centre to the needs of its clients generally?

Answer Options	Response Percent	Response Count
Very responsive	80.0%	4
Reasonably responsive	20.0%	1
Not very responsive	0.0%	0
Unresponsive	0.0%	0

Question 21: If you rated the answers to question 19 and 20 as less than 'reasonably responsive' can you indicate the reasons for your rating.

Comments: N/A

Working with other service providers

Question 22: Are the staff of the centre cooperative and professional in dealing with staff of your organisation?

Answer Options	Response Percent	Response Count
We have no contact	0.0%	0
Very cooperative and professional	100.0%	5
Somewhat cooperative and professional	0.0%	0
Not cooperative or professional at all	0.0%	0
Don't know/Unable to answer	0.0%	0

Question 23: Does your organisation have a collaborative working relationship with the centre?

Answer Options	Response Percent	Response Count
Yes	100.0%	5
No	0.0%	0

Question 24: If you answered yes to the previous question, how would you rate the level of collaboration between your organisation and the staff of the centre?

Answer Options	Response Percent	Response Count
Very collaborative	100.0%	5
Somewhat collaborative	0.0%	0
Not collaborative at all	0.0%	0
Don't know/Unable to answer	0.0%	0

Question 25: If you rated the answers to question 18 and 19 as less than 'very cooperative and professional' or less than 'very collaborative' can you indicate the reasons for your rating.

Comments:

- N/A

Question 26: Are there examples of good practice exhibited by the centre or do you have any other issues that you would like to raise that may assist continuous improvement in service delivery by the centre?

Comments:

- *The Illawarra Legal Centre was very cooperative in thinking through ways in which Lifeline South Coast and the Illawarra Legal Centre could work together to service the financial counselling needs of the Illawarra Region.*
- *We have good working relationships with ILC and the Centre Managers regularly get together. We particularly work closely with the Tenancy Service as they are our main source of referral for Shoalhaven and South Coast residents seeking assistance with tenancy issues and they have a worker located in our region. We would ideally like to have more contact with their Welfare Rights service which also is funded to meet the needs of Shoalhaven and South Coast residents, this is something we could work on together to create more opportunities to promote their service in our area. We appreciate having a CLC close by to work with and discuss ideas for joint projects and assist with clients who we are unable to work with e.g. conflicts.*
- *The Illawarra Centre a most valued and respected service. The work we do in the youth area would not be possible about the ILC. In partnership we worked with the ILC and the Youth*

Court Support Scheme is a result - a most valued contribution to helping young people. the Centre Staff assist us in a range of ways including consultation over relevant matters, suggestions for improvement or ways to handle various situations, support for new services and tenders, advocacy for individual clients and broadly to improve the life and situation of clients, progressive service delivery with a rights perspective, non-judgmental and professional approach, assistance in supervision of our financial counsellor through their project and so many other things. This Centre is innovative and meets high standards.

- *They work collaboratively with other agencies to ensure best outcome for clients. Also client focussed integrated case management. Regular joint projects and community event partnerships in local area to raise awareness of their services and to engage community members.*
- *The Centre's financial advisor service is excellent as well as the Centre's contribution to community legal education.*