

# WLSWA Client Experience Survey 2024–2025

## Ease of contact

On entry into our service, 88% of respondents agreed or strongly agreed that

**it was easy to contact our service when they first needed help**



*"Have someone answering the phone straight away and give guidance instead of making the client leave a message to be called back"*

## Recommendations to others

Following our help, 86% of respondents agreed or strongly agreed that they **would recommend our service to others**

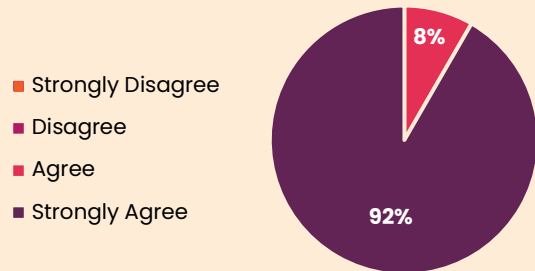


*"Every woman, mother, single parent deserves happiness, love and care. I highly recommend this service to anyone in need of advice."*

*"For such a difficult and sensitive issue, I was treated with respect, fairness and felt heard with my concerns and questions."*

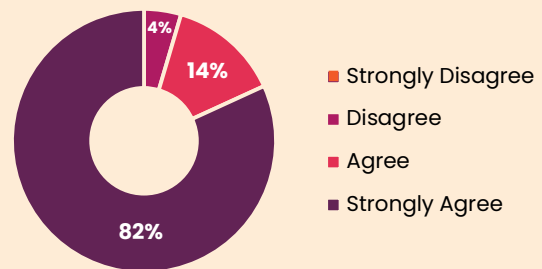
## Feelings of safety

On entry into our service, 100% of respondents agreed or strongly agreed that they **felt welcome and safe in our service**



*"Was incredibly helpful, felt safe and listened to throughout my time with the service."*

Following our help, 96% of respondents agreed or strongly agreed that they **felt safer because of the help from our service**



*"I felt supported. The lawyer, financial counsellor and CSW worked together to get me out of my situation."*

## On entry into our service

Our service was able to accommodate your personal, cultural, or special needs, if any



Our service listened to your legal problem



0% 20% 40% 60% 80% 100%

Strongly Disagree Disagree Agree Strongly Agree

*"Great service, both [lawyer] and [lawyer] were kind, helpful, knowledgeable and actually made me feel so at ease. I am very grateful to have had them on my side."*

*"Enthusiastic, helpful, caring, understanding"*

*"When asked about my trauma and experience of family domestic violence to do the application process.. I was heard, I was provided with a safe space to express and also acknowledge how triggering it can be."*

*"You are lovely!"*

## Following our help

*"Food hamper and sanitary packs. It was like Christmas!"*

*"Just to thank the service for the help in getting my daughter back. Thank you."*

*"Correspondence was fast and efficient and I was informed every step of the way"*

*"Financial counsellor applied for hardship with the bank. This gave me time to go through legal advice for parenting and property matters. The information given to me was very easy to understand."*

*"I got so much help and support."*

You know where to get help if you have another legal...



You better understand your legal issues, rights and options



You have more support for other needs



0% 20% 40% 60% 80% 100%

Strongly Disagree Disagree Agree Strongly Agree