

## About you

- Male
- Female

## What is your age?

- 14 or under
- 15-24
- 25-34
- 35 or over

## What are your current legal needs?

- Civil matter
  - Family matter
  - Criminal matter
  - Staff
  - Corporate matter
  - Native Title matter
  - Financial counselling
  - Other (please state)
- 

## What do you think you might need from us in the future?

- Legal advice
  - Information
  - Family representation
  - Civil representation
  - Criminal representation
  - Native title assistance
  - Stolen generation assistance
  - Financial counselling
  - Other (please state)
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## Comments

Was there anything you liked about our service?  
(please state)

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Was there anything that you didn't like about our service? (please state)

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**Thank you for completing this  
client satisfaction survey**

### Our Vision

Our vision is to pursue social justice and wellbeing for the Aboriginal peoples of South Australia

### Our Mission

We exist to strengthen, promote and enhance the legal, cultural, political and social rights of Aboriginal peoples of South Australia through the provision of legal services

**SO HOW ARE  
WE DOING?**

**Your opinion is important to us.  
Please help us to improve  
our services**

## **ALRM Client Satisfaction Survey**



**Aboriginal Legal Rights  
Movement Inc.**  
321-325 King William Street  
Adelaide SA 5000

Phone (08) 8113 3777  
[www.alm.org.au](http://www.alm.org.au)  
Email: [info@alm.org.au](mailto:info@alm.org.au)

Freecall number for clients 1800 643 222

This number is available from fixed phone lines  
or from mobile phones within South Australia

Your answers to the following questions are confidential and will not affect your access to ALRM ser-

### How did you find out about ALRM? (Tick one box only)

- Friend
- Family member
- Advertising
- ALRM Newsletter
- Referred by another Agency
- Other (please state)

### Was it easy for you to visit ALRM

- No
- Yes
- Other

### How quickly did someone see you about your problem

- Poor
- OK
- Excellent

### Staff service

The following questions ask about how you rate our staff. Please circle a number from one to seven.

On this occasion, have you found ALRM staff...

Not helpful	OK			Very helpful		
1	2	3	4	5	6	7

Not Friendly	OK			Very friendly		
1	2	3	4	5	6	7

Rude	OK			Very polite		
1	2	3	4	5	6	7

Comments \_\_\_\_\_

#### Our motto

*Justice without prejudice*

We acknowledge the support of the Australian government in the production of this brochure

### Were things explained to you in a way that you understood?

- Yes
- No
- Other

### Were you satisfied with the way your problem was dealt with?

- Yes
- No
- Other

### Would you use ALRM again?

- Yes
- No

If no, why not \_\_\_\_\_

### How would you rate ALRM's service overall?

Poor	OK			Excellent		
1	2	3	4	5	6	7