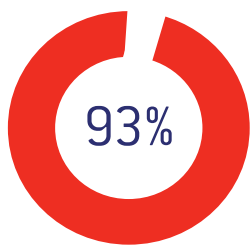


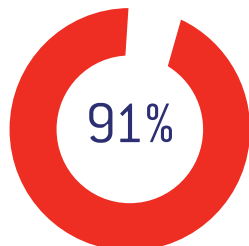
# Client Impact Report

client survey 2020–2021

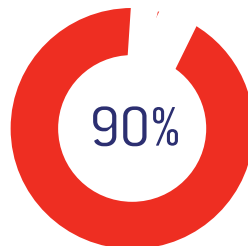
In May and June 2021, Caxton Legal Centre invited clients to partake in a survey to appraise our services. There was a strong response rate—**37% of eligible clients** completed the survey. The survey included clients from our human rights and discrimination, employment, family, domestic violence, consumer credit and debt, and general civil and criminal law programs as well as two specialist programs, the Seniors Legal and Support Service (SLASS) and the Queensland Retirement Village and Park Advice Service (QRVPAS).



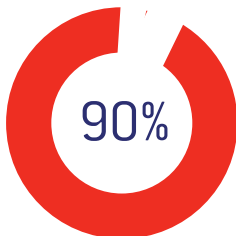
93%  
of clients said staff listened to their legal problems in a respectful and friendly manner



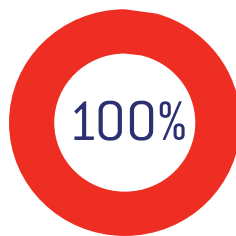
91%  
would recommend Caxton's services to other people



90%  
said Caxton was able to meet their cultural and personal needs



90%  
of QRVPAS clients said they were satisfied with the resolution of the matter from the the assistance they received



100%  
of SLASS clients said staff helped them to understand their legal problem



**21 036** pieces of legal information given



**\$1.7 million** of compensation, waivers and refunds were obtained for our clients



**440 371** visitors to the Queensland Law Handbook Online website



## What our clients had to say

'I honestly can't thank you guys enough. I have been so stressed and in a bad way for the last few months following my separation and I left my appointment feeling calmer and knowing what to do moving forward. Again I can't thank you enough for the help you gave me.'

'Staff were lovely. Despite being free advice, the advice was professional [and staff were] more welcoming than lawyers I paid for in the past.'

'The solicitor who wrote a letter for me was very helpful, I would give her five stars—especially for someone like me, coming from a low income background.'

'I have found [the solicitor] to be very approachable and very keen to assist in any way she could in obtaining a settlement to my complete satisfaction. She is an excellent solicitor and fully caring about the rights of seniors and elder abuse issues.'

# 5951 People

received assistance across all programs in 2020-2021

We provided 7455 legal and 815 social work services.

## The People we Helped

Discrete service

Representation (casework)

34%

34%

experienced domestic violence



78%

92%

experienced financial disadvantage



7%

9%

identified as Aboriginal and Torres Strait Islander peoples

28%

45%

reported a disability



36%

were over 50 years



17%

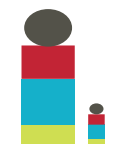
were over 65

44%

23%

were a single parent

not available



9%

spoke a language other than English and 106 clients required an interpreter

14%

We constantly review our services and practices to make sure our pathways are **accessible, targeted, transparent and tailored** to people who experience multiple forms of disadvantage.