



Legal Aid BC 2023 Client Satisfaction Survey

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BACKGROUND & OBJECTIVES

Legal Aid BC (LABC) is legislated to provide legal aid services in British Columbia. LABC services include legal representation in court, legal advice, and public legal information and education. LABC's priority is to help people with low incomes.

LABC has been formally measuring its client satisfaction since 2007 via a quantitative survey, which is repeated every three to four years. The last wave of the survey was conducted in 2020.

The specific objectives of the research are to:

- Track LABC's performance
- Help plan for service improvements
- Assess LABC's progress on achieving its service plan goals, these being that people in BC with low incomes who have legal issues use LABC services, participate in solving and preventing their legal issues/problems and get help with related issues (e.g., debt, housing) so they can solve and prevent their legal problems.

When comparing 2023 survey results to past waves, only broad-based comparisons can be made (rather than percentage-to-percentage comparisons) due to the following factors:

- Almost three years have past since the last wave of surveying. The greater the time span between waves the greater the number of factors that come into play which can influence survey results.
- The 2020 wave occurred during a worldwide pandemic (Fall 2020) when many in-person LABC services were unavailable. Additionally, Sentis' experience with several different organizations' tracking programs was that results improved in 2020 and subsequently returned to historical levels.
- LABC underwent a leadership change in 2022
- The 2023 survey has undergone changes to better reflect the informational needs of LABC and to streamline the online survey administration
- The mathematical weighting scheme of the survey data has been updated in 2023 to better reflect the importance and impact of the various areas of law

While this study set out to collect the attitudes and opinions of all LABC clients, due to unavoidable limitations, the following client groups were not included: Criminal Representation clients who were in custody at the time of surveying, youth, select intake local agent offices, Legal Information Outreach Work (LIOW) clients and Duty Counsel clients, other than Expanded Family Duty Counsel clients.

1,855 online surveys conducted with LABC clients

- **1,067 from LABC's Client Information System (CIS)**
- **788 clients of LABC's Specialized Services** (531 Expanded Family Duty Counsel*, 239 Family LawLINE and 18 Parent Legal Centre (PLC) clients)
- **183 clients out of the 1,855 who identify as Indigenous** (Indigenous client survey results are broken out for every question within this report)

LABC provided client lists dating back to January 2021.

Sentis sent survey invitations to adult clients who had an email on file with LABC (approx. 74% of clients). The following clients were excluded: those in custody, who had a caution flag associated with them, or where the area of law was listed as 'administrative'.

The email invitation included a unique link to the online survey. Please see the Appendix for a copy of the invite and the reminder emails. *(Note: 2023 did not include any telephone interviewing. In 2020 out of the 1,051 completed surveys, only 36 were completed over the phone.)*

Surveying took place from March 29 to April 21, 2023. Please see the Appendix for a copy of the questionnaire.

The survey data has been mathematically weighted to align it with the population of all clients. Variables used in the weighting scheme include: Provided with a lawyer or not (among clients from the CIS), type of service (Specialize Services clients [Family LawLINE, PLC, Expanded Family Duty Counsel]) and revenue generated by type of law (family, criminal, CFCSA, immigration) (all clients surveyed combined).

The margins of error at the 95% level of confidence for the total sample of 1,855 is +/- 3%.

*To reduce administrative burden in the recruitment of clients for the 2023 survey, LABC decided to include expanded Family Duty Counsel clients in the survey but exclude regular Family Duty Counsel. Note that Expanded Family Duty Counsel is a higher level of advice than regular Family Duty Counsel, at a level similar Family LawLINE.

APPROACH



HIGHLIGHTS

What You Need To Know

LABC Priorities

Legal Aid BC's performance indicators earn moderately positive assessments from clients this wave. For most indicators, broadly 60% of clients give positive top scores while 30% give negative ratings. The exception is that only 15% think accessing Legal Aid services is difficult.

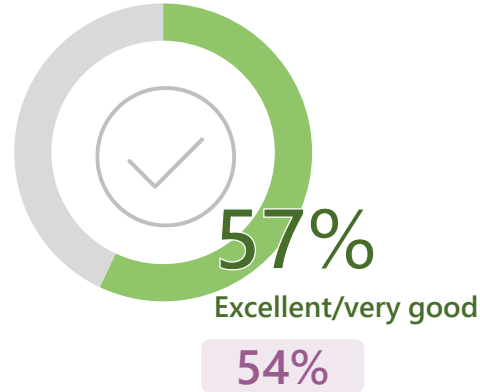
While the main performance indicator of meeting clients' needs has a score that is slightly below 2020* (60%), it is in line with 2018 (55%).

Whether or not a client who applied for a lawyer received one is the most defining factor in terms of how Legal Aid BC service is assessed. Generally, clients who did not receive a lawyer are three times less likely to give top scores to the listed performance indicators and at least twice as likely to give negative ratings. Unfortunately, the negative lens these clients have also extends to many other areas of Legal Aid service.

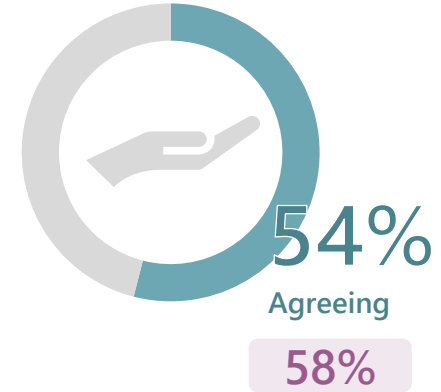
Hence, there needs to be a continued focus on mitigating the 'non-qualifying' experience and communicating that Legal Aid service is more than 'getting a lawyer'. Whether it is sending these clients directly to Duty Counsel when possible or providing a more involved referral process to other agencies/services, the goal would be to ensure they are not left feeling unserved or ignored.

*Several experience/performance surveys conducted by Sentis in 2020 showed improved scores over past trends. While this might not be fully attributable to the pandemic, it likely played an important role. For Legal Aid BC, it may have also contributed to higher ratings in 2020.

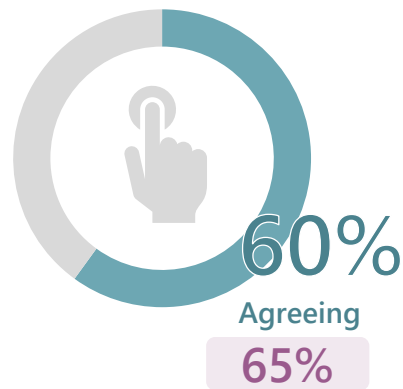
Meeting Clients' Needs



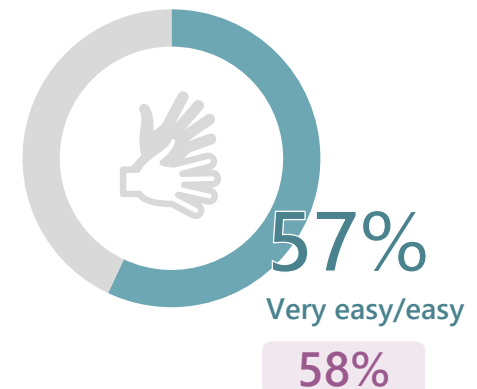
Satisfaction with Support to Address Problems Related to Legal Issue



Making it Easy to Deal with Issues



Ease of Accessing LABC Services



▲ ▼ Directionally higher/lower than 2020

Indigenous clients

Improving Performance



Key driver analysis identifies the service aspects which can most positively impact overall client experience perceptions. **While trying to improve on lower rated areas is one way to improve service perceptions, focusing on key drivers ensures that Legal Aid prioritizes the service aspects that can directly improve performance.**

Two general service aspects which most strongly correlate with Legal Aid BC's overall performance are:

- ★ Staff going the extra mile to make sure clients get what they need (49% agreeing, down from 55% in 2020)
- ★ Treating clients fairly (67% agreeing, down from 70% in 2020)

Since both of these service aspects also lost some ground since 2020 it is doubly important that they are top priorities for Legal Aid BC. Treating clients fairly means staff taking the time to listen to them, treating them in an unbiased and non-discriminatory way and having knowledgeable/competent staff. Going the extra mile is mainly about staff demeanor. Clients describe this as staff being helpful, supportive, friendly, compassionate and patient. It is also about providing information, ensuring clients understand it and following-up with them. For some clients it also means finding them a lawyer, which again underlines the need to expand the definition of Legal Aid services to beyond just getting a lawyer.



How to Move the Needle in Other Service Areas

(% agreeing)

Application Process

Among the 89% who applied for a lawyer:

- ★ Easy to get to the office/get someone on the phone to apply (63%)
- ★ Requirements to get a lawyer reasonable (62%)

Lawyer Representation

Among the 88% who received a lawyer:

- ★ Went the extra mile (52%)
- ★ Treated fairly (66%)

Expanded Family Duty Counsel

Among Expanded Family Duty Counsel clients:

- ★ Went the extra mile (48%)
- ★ Easy to find out how to get help from Duty Counsel (53%)
- ★ Informed of everything needed to work with Duty Counsel (57%)

Family LawLINE

Among Family LawLINE clients:

- ★ Went the extra mile (52%)
- ★ Easy to find out how to get help from Family LawLINE (52%)
- ★ Staff/lawyers knowledgeable & competent (71%)

How Legal Aid Went the Extra Mile (among those who agree they did)

Helpful / supportive 23%	Friendly / compassionate / patient 22%	Found me a lawyer 19%	Provided info / made sure I understood 18%	Good communication / follow-up 17%
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Another service dimension that is a secondary driver of overall performance is:

- ★ Legal Aid providing services that are appropriate for clients' cultural backgrounds and beliefs (50% agreeing, down from 60% in 2020)

This service aspect lost considerable ground since 2020, mainly among criminal and family law clients. **When asked which cultures and beliefs need to be better addressed, Indigenous cultures/beliefs top the list. However, coming in at a close second is expanding Legal Aid to provide service to more people with lower incomes.** That is, the group of individuals whose incomes are not low enough to qualify, but who cannot afford a lawyer or legal help on their own. (Note: In late 2022, Legal Aid BC did implement changes that allows more people to be financially eligible for its services. However, given that clients responding to this survey started their Legal Aid journey as far back as January 2021, it is likely they did not benefit from and/or know about these changes.)

A close-up, low-angle shot of a pair of metal scales of justice against a blue background. The scales are slightly out of focus, with the pans hanging from a central beam. The lighting creates strong highlights and shadows, emphasizing the metallic texture.

ADDITIONAL FINDINGS AT A GLANCE

1 APPLICATION PROCESS (p 22-27)

This first point of contact for many Legal Aid BC clients continues to earn moderately positive evaluations from the majority of clients who apply for a lawyer. As was noted previously, clients who do not qualify for a lawyer tend to be critical of many aspects of Legal Aid BC service, and that includes the application process. Family law clients give below-average ratings to most areas of the application process, especially the requirements to qualify for a lawyer being reasonable.

2 REPRESENTATION (p 28-37)

The large majority of clients who apply for a lawyer report being provided with one. Compared to three years ago, less clients feel well represented by their lawyer (68% versus 80% in 2020), with this decline mainly concentrated among criminal and CFCSA clients. Both these client groups feel their lawyer didn't do enough or was not interested enough in their case (this being a major complaint among CFCSA clients) and/or feel communication was poor (e.g., lawyers did not return calls). Alternatively, clients who feel they were well represented most commonly say their lawyer was informative, straightforward, explained things to them and was helpful (i.e., went the extra mile).

Consistent with 2020, 60% of clients who did not qualify for a lawyer report that they were provided with an explanation as to why. However, only 29% say that Legal Aid staff suggested other services or agencies that might be able to help them. While this represents an improvement over 2020 (when only 22% say they received such a suggestion), there still remains ample opportunity to improve on both these metrics (i.e., explaining why and suggesting other services). Spending additional time with clients who do not qualify for a lawyer at this stage in the service process is key to alleviating at least some of negative impact that comes with not receiving representation.

3 EXPANDED FAMILY DUTY COUNSEL (p 38-40)

The majority of expanded Family Duty Counsel clients assess this service positively (broadly 60% give positive ratings on most service aspects). However, ratings are less positive for two of the three areas that most strongly correlate with overall service experience ratings – expanded Family Duty Counsel staff going the extra mile and it being easy to find out how to actually get help from expanded Family Duty Counsel. While there is room to improve on all service aspects, the latter two should be top priorities.

A close-up, low-angle shot of a pair of metal scales of justice, with the pans hanging from a central beam. The background is a solid blue color.

ADDITIONAL FINDINGS AT A GLANCE

(continued)

4 FAMILY LAWLINE (p 41-42)

Family LawLINE lawyers and staff are most positively assessed for being knowledgeable and competent, which bodes well for Legal Aid BC as this is one of three service areas that most strongly impacts overall experience perceptions. However, the two other 'key drivers', making it easy to find out how to get help from Family LawLINE and LawLINE lawyers/staff going the extra mile to make sure clients get everything they need, have the lowest ratings of all the service aspects. The former aspect has also lost some ground this year versus 2020.

5 REFERRALS TO NON-LEGAL SERVICES (p 43-46)

Almost 30% of clients report that Legal Aid referred them to non-legal services to help address the problems that might be related to their legal issue. Among Family LawLINE and expanded Family Duty Counsel clients this proportion increases to 40%. Among those receiving a referral about half report using or accessing the service. The good news is that among those who use/access these services, the large majority find them to be helpful. Clients who need more encouragement and perhaps assistance in reaching out to these other agencies and online resources are older clients (55+), first-time users of Legal Aid and men. These are the client groups who are less apt than their counterparts to use/access the referrals provided to them.

6 LEGAL AID BC WEBSITES & ONLINE RESOURCES (p 47-57)

Legal Aid BC's websites and online resources are a bright spot for the organization. Awareness and usage of the sites / resources has grown and more users are rating them as being easy to use and understand and say they are helpful in resolving their legal issue. The Family Law in BC website has an awareness level of 75% and 38% claim to have used/visited it. Among Indigenous clients, awareness of the Aboriginal Legal Aid BC site is stable at 64%, but usage/visitation has grown to 22%, versus 13% in 2020. Legalaid.bc.ca has widespread awareness (almost 90%) among clients. An online chat function and providing clients more help in understanding their particular legal issue are the two suggestions users most often identify to improve the helpfulness of online resources.

87% of Legal Aid BC clients say they have regular and reliable internet access. Those without access are almost equally likely to say their barrier to usage is functional (i.e., their internet is slow/unreliable and/or they do not own a computer/laptop/phone) as they are to mention more attitudinal reasons (i.e., they prefer talking to someone in person and/or they do not like entering their personal information online).

Indigenous Clients

Similar to 2020, 15% of clients in this survey identify as Indigenous. Compared to all clients, Indigenous clients are more likely to be women, younger (between 18 and 34), live outside of Metro Vancouver/Fraser Valley and are less likely to have post secondary schooling. They are also more likely to be CFCSA law clients and less likely to be family law clients.

Notable differences compared to all clients:

OVERALL PERFORMANCE

Indigenous clients emphasize that it is helpful and supportive service that defines 'going the extra mile'. When it comes to providing culturally appropriate services, they would like more clear guidelines and information and a more unbiased approach.

APPLICATION PROCESS

The factor that most strongly impacts overall performance perceptions is the application process being straightforward. They express a lower and declining preference for online application versus 2020.

REPRESENTATION

Lawyers taking the time to listen to their clients, treating them fairly and going the extra mile are the three service aspects that most impact if Indigenous clients feel well represented by their lawyer. While fair treatment and going the extra mile are also key drivers among all clients, taking the time to listen is a key driver that is unique to Indigenous clients. Among Indigenous clients, going the extra mile means 'fighting for their case', and again, being helpful and supportive. Indigenous clients who do not feel well represented are especially likely to say their lawyer didn't do enough, was disinterested in their case or that the result of their case was dissatisfying.

EXPANDED FAMILY DUTY COUNSEL

Compared to all clients using this service, the small group of Indigenous clients give ratings that are less positive and more mixed, including more 'don't know' responses.

LEGAL AID BC WEBSITES & ONLINE RESOURCES

Indigenous clients are less likely than all clients to have regular and reliable access to the internet (79% versus 87%, respectively). Those without internet access are more likely to say their main barriers to internet usage is their preference for wanting to talk to a person and/or that they don't have a device (i.e., a computer, laptop, tablet, phone). Indigenous clients who have used/visited Legal Aid BC's websites or online resources do not find them as easy to use and do not find them as helpful in resolving their legal issue as all clients. They also express an above-average interest in an online chat feature.

Usage of/visitation to the Aboriginal Legal Aid BC site among Indigenous clients has grown and stands at 22% versus 13% in 2020.



SUMMARY OF FINDINGS

Overall Performance

LABC Overall Performance: Meeting Needs

Broadly consistent with past trends, the majority of Legal Aid BC clients give the organization a rating of good or better at meeting their needs. 57% specifically rate Legal Aid BC as excellent or very good on this performance indicator.

The differences in the combined ratings of excellent or very good among key client sub-groups are highly similar to what has been seen historically. Specifically:

- Immigration law clients tend to be the most positive in terms of Legal Aid BC meeting their needs, followed by CFCSA law clients and then criminal and family clients.
- Clients who applied for and received a lawyer are more likely to feel the organization met their needs than those who applied and did not get a lawyer.
- Clients of specialized services are slightly less likely than the total of all clients to award excellent ratings, but combined ratings of excellent and very good are in line with all clients.

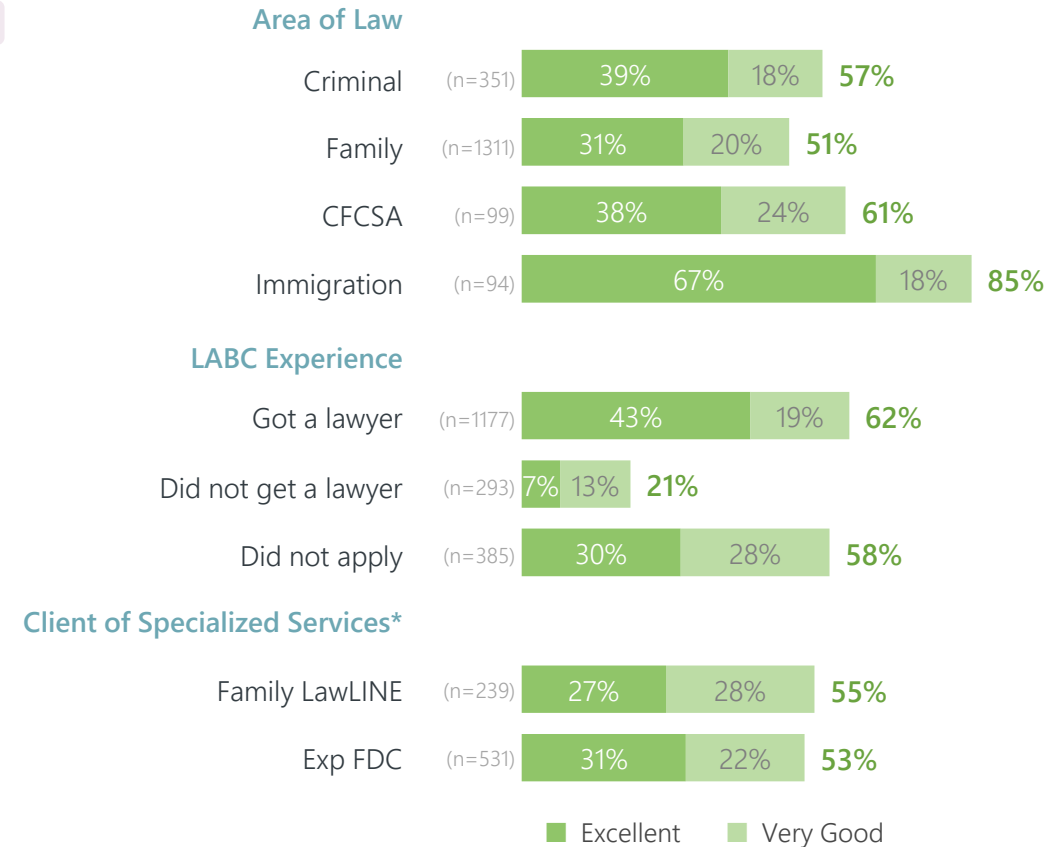
The ratings of this indicator among Indigenous clients is directionally less positive than in 2020, but highly similar to the total of all clients in 2023.

Meeting Needs Overall



■ Excellent
■ Very Good
■ Good
■ Fair
■ Poor
■ Don't know
% Rating Excellent/Very good

By Subgroup (2023)



All clients 2018 (1249), 2020 (1051), 2023 (1855), Indigenous clients 2020 (157), 2023 (183)
 *PLC clients not shown due to small base size.
 Q4. Overall, how would you rate Legal Aid at meeting your needs?

LABC Overall Performance: Making it Easy to Deal with Issues

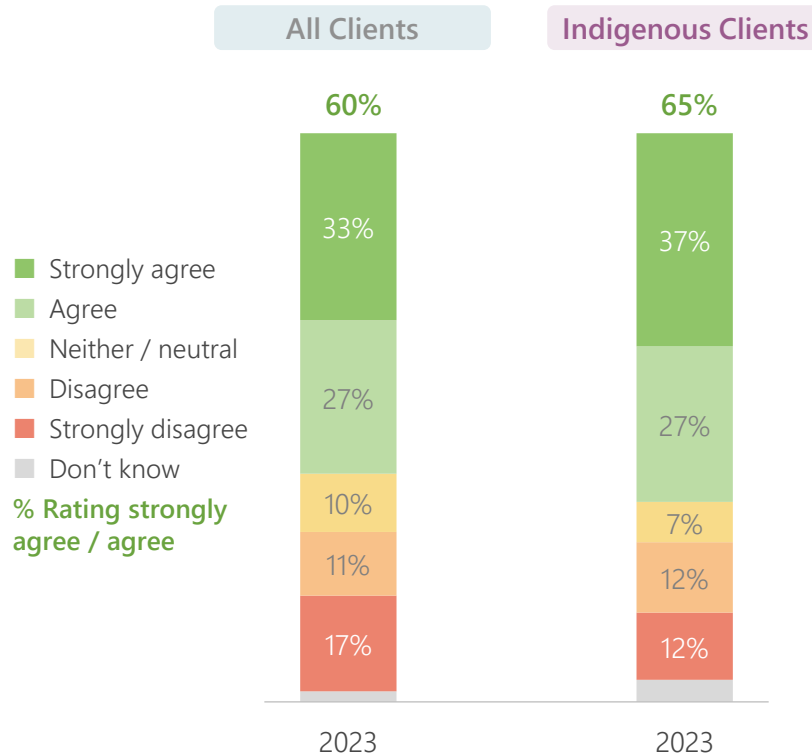
A new performance indicator added in 2023 measures an aspect of 'customer effort'. Currently, more clients agree that the organization made it easy for them to deal with their issues (60%) than disagree (28%). The remainder of clients are neutral (10%) or unable to decide (2%).

When it comes to making it easy to deal with their issues, immigration law clients and those who applied for and received a lawyer are the most positive on this front. Meanwhile, among those who applied but did not get a lawyer only 20% agree Legal Aid BC made it easy to deal with their issues, while 60% disagree.

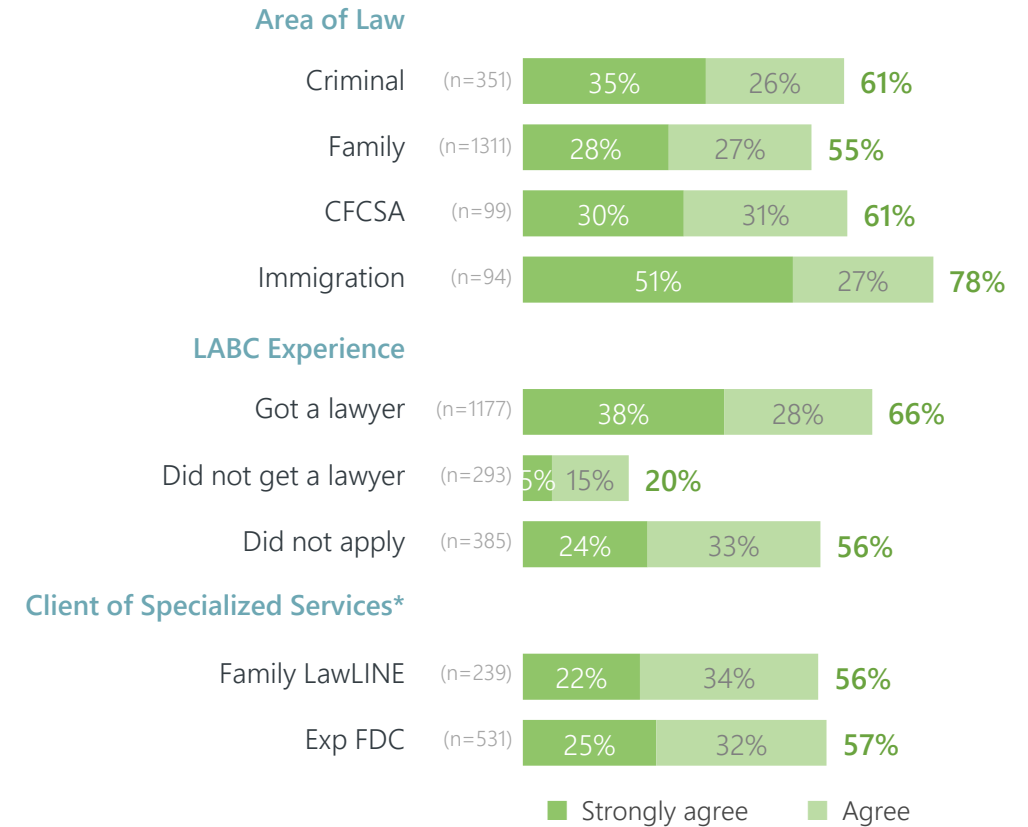
Among the very small group of clients (2%) whose gender identity is not a man or a woman, more disagree (58%, with 44% strongly disagreeing) than agree (41%) that Legal Aid BC made it easy for them to deal with their issues.

Among Indigenous clients, feedback is slightly more positive than among all clients with 65% agreeing and 24% disagreeing. (11% are neutral or do not know.)

Making It Easy to Deal with Issues



By Subgroup (2023)



All clients 2023 (1855), Indigenous clients 2023 (183)

*PLC clients not shown due to small base size.

Q4x. To what extent do you agree or disagree with the following statement? Legal Aid BC made it easy for me to deal with my issues.

LABC Overall Performance: Ease of Accessing Legal Aid Services

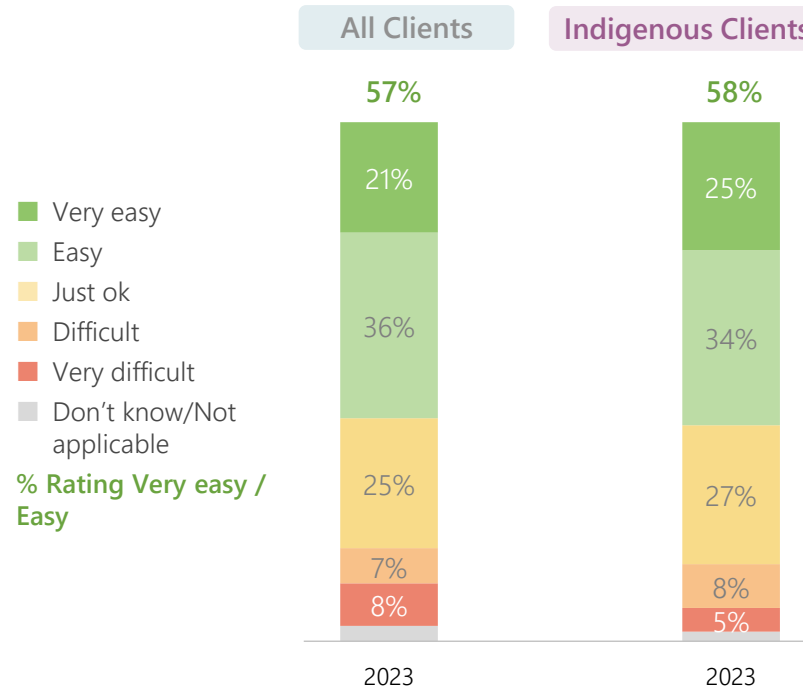
Another aspect of customer effort is how easy it is for clients to access Legal Aid services. Similar to making it easy to deal with their issues, six-in-ten clients say it is easy or very easy to access Legal Aid services. Another 25% say it is 'just ok', while 15% say it is difficult to access services.

Clients who applied for but did not receive a lawyer are predictably the most critical with almost half saying it is difficult to get Legal Aid services.

Again, the very small group of clients (2%) whose gender identity is not a man or a woman find it more difficult to access Legal Aid services than their counterparts (almost half of these clients say it was difficult or very difficult versus 15% among all clients).

Indigenous clients' ratings on ease of accessing Legal Aid services are reflective of all clients, with 58% saying it is easy and another 27% rating it as 'just ok'.

Ease of Accessing Legal Aid Services (among all clients)



*PLC clients not shown due to small base size.

Note: In 2020, 27% of clients found it easy or very easy to access legal aid service during the pandemic.¹

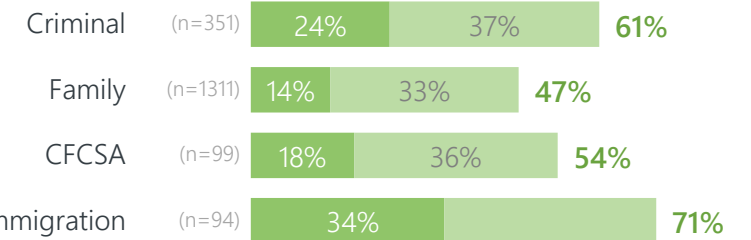
Base: All clients 2020 (1051), 2023 (1855), Indigenous clients 2020 (157), 2023 (183)

Q26x: How would you rate the ability to access Legal Aid services?

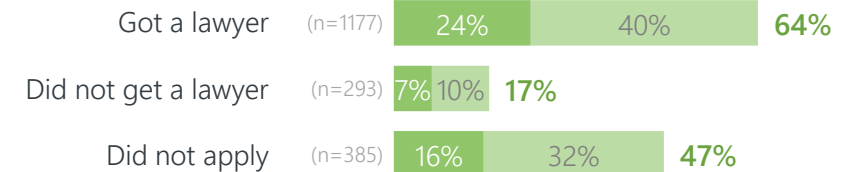
2020 question wording: How would you rate the ability to access Legal Aid services during the COVID-19 pandemic, that is, since mid-March. Would you say it has been...?

By Subgroup (2023)

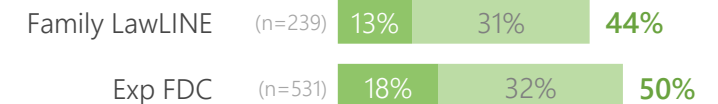
Area of Law



LABC Experience



Clients of Specialized Services*



Very easy easy

Reasons Accessing Legal Aid Services was Difficult

The main reasons clients say it is difficult to access Legal Aid services is because the service hours at the call centre or at the offices conflict their schedules.

These same reasons are cited by Indigenous clients who feel it is difficult to access services.

Reasons it was Difficult to Access Legal Aid Services

(among those indicating it was difficult to do so)

	All Clients	Indigenous Clients
	2023	2023
Base	343	27
Available call centre hours conflict with my schedule	23%	25%
Available in-person hours conflict with my schedule	21%	27%
Hard to contact / poor communication (unaided)	17%	4%
No phone / voice call minutes	14%	14%
I don't qualify for assistance / The requirements are unfair and onerous (unaided)	13%	18%
No [2023: email] / internet access	6%	12%
Poor customer service (unaided)	5%	1%
Lack of lawyers available / long wait time for lawyer (unaided)	4%	0%
Other	9%	1%
Don't know	12%	26%

*Caution: small base size (n<50).

Q26y: what made it difficult to access Legal Aid services? Select all that apply.

2020 question wording: What has made it difficult to access Legal Aid services during the pandemic? Select all that apply

LABC Overall Performance: Support to Address Related Issues

Over half of Legal Aid BC clients agree that the organization supports them so they can address the problems related to their legal issues. Another 12% are on the fence while 31% disagree.

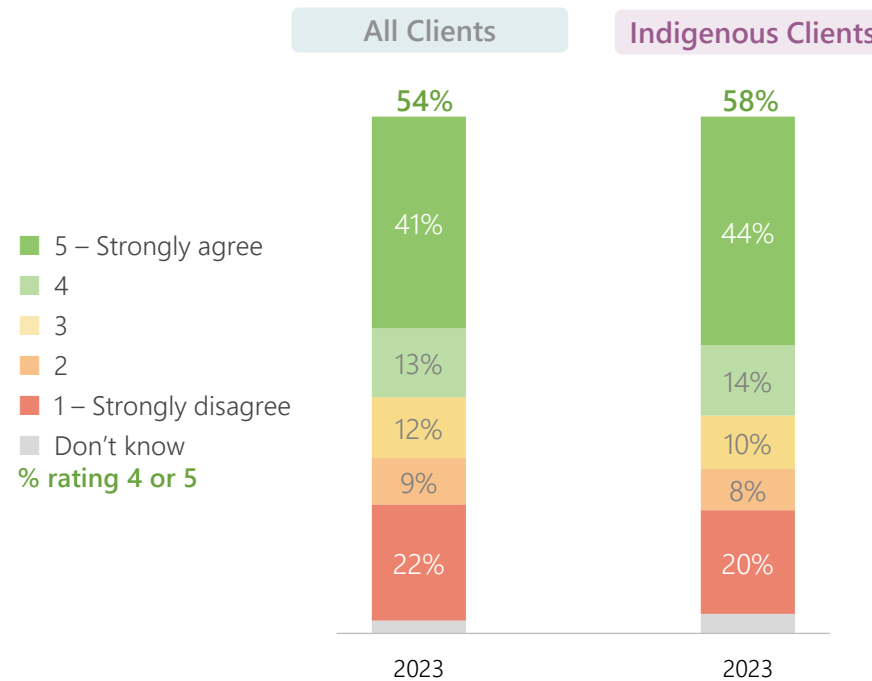
Immigration clients are the most likely to agree that Legal Aid supported them while those who applied for but did not receive a lawyer are the least likely to agree.

Among those whose gender identity is not a man or a woman almost half disagree they received this type of support (with 46% strongly disagreeing).

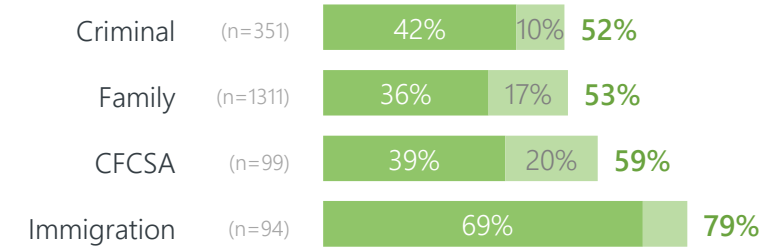
Indigenous clients' ratings on this front are highly similar to that of all clients with 58% agreeing they received the support they needed to address their problems related to their legal issues and 28% disagreeing.

Support to Address Problems Related to Legal Issue

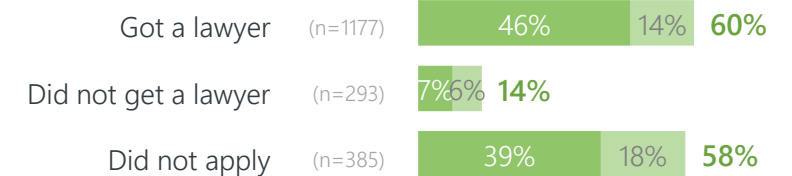
(among all clients)



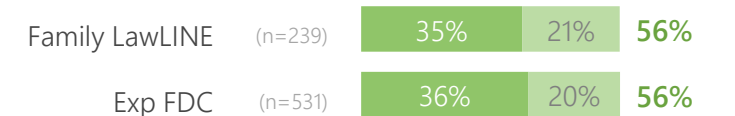
Area of Law



LABC Experience



Clients of Specialized Services*



■ 5 – Strongly agree ■ 4

*PLC clients not shown due to small base size.

Base: All clients (1855), Indigenous clients 2023 (183)

Q26. How would you rate the following statement? I am satisfied with the level of support Legal Aid gave me so I could address the problems related to my legal issues.

Dealing with Legal Aid in General

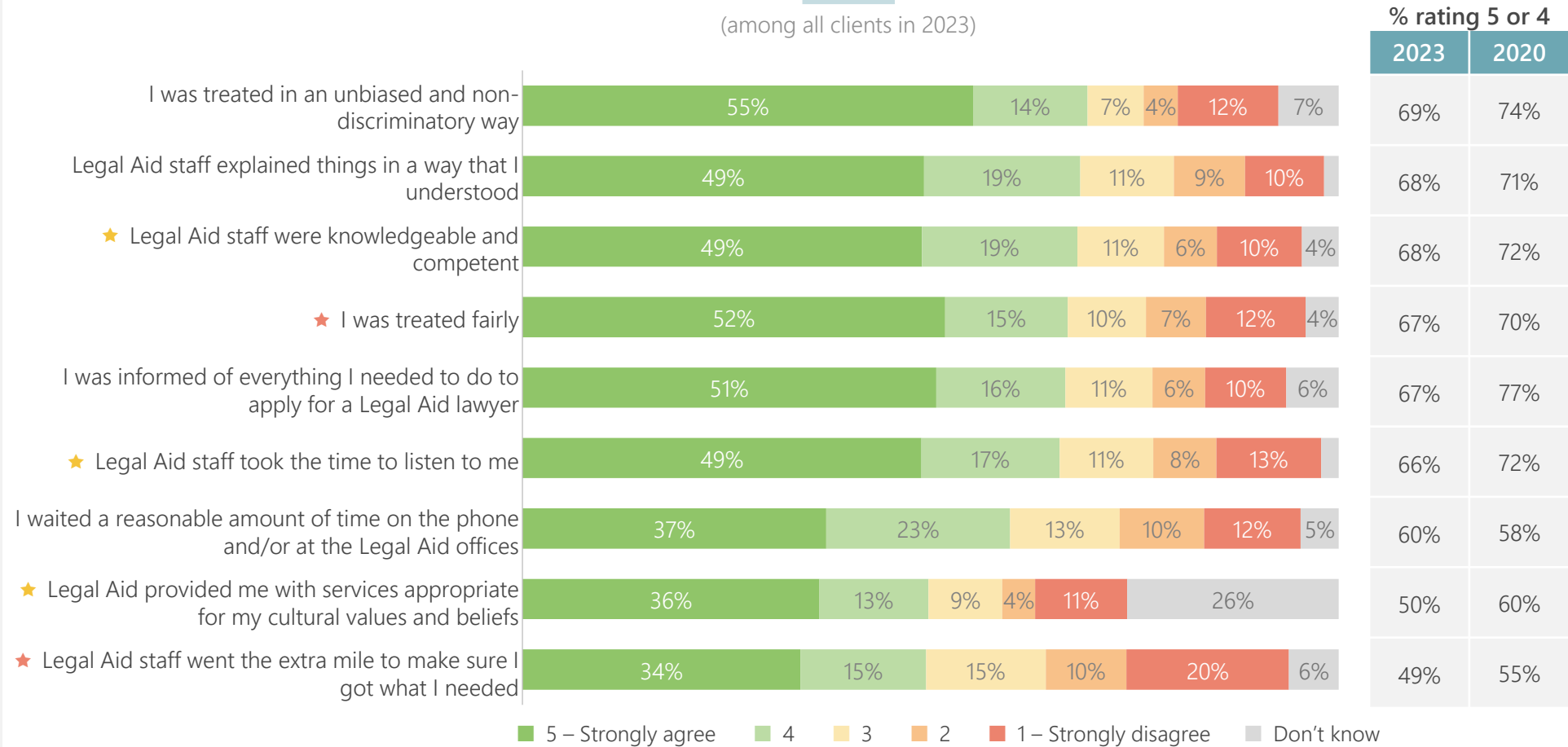
Clients continue to give the organization positive feedback in most general service areas, with ratings largely in line with 2020. Areas of strong performance continue to be treating clients in an unbiased and non-discriminatory way, staff explaining things in a way clients understand, being knowledgeable/competent, and treating clients fairly.

While informing clients of everything they need to do to apply for a lawyer continues to be an area of strong performance for Legal Aid BC, ratings are not as positive as they were in 2020. Another area that is not as strongly positive this wave is providing services that are appropriate for clients' values and beliefs. More clients are now reporting that they do not know what Legal Aid is doing on this front (26% versus 14% in 2020).

The service areas that have the greatest potential to impact clients' perceptions that Legal Aid is meeting their needs overall are being treated fairly and staff going the extra mile. Staff being competent, knowledgeable, and listening and the organization providing culturally appropriate services are secondary areas of impact.

Satisfaction with Legal Aid in General

(among all clients in 2023)



- ★ Top Priority
- ★ Secondary Priority

Base (All Clients): 2020 (n=1,051), 2023 (n=1,855)

Q6: How would you rate Legal Aid in general on the following?

2020 question wording: On a scale from 1 to 5, where 1 means you strongly disagree and 5 means you strongly agree, how would you rate your agreement with the following statements about Legal Aid in general?

Dealing with Legal Aid in General: Indigenous Clients

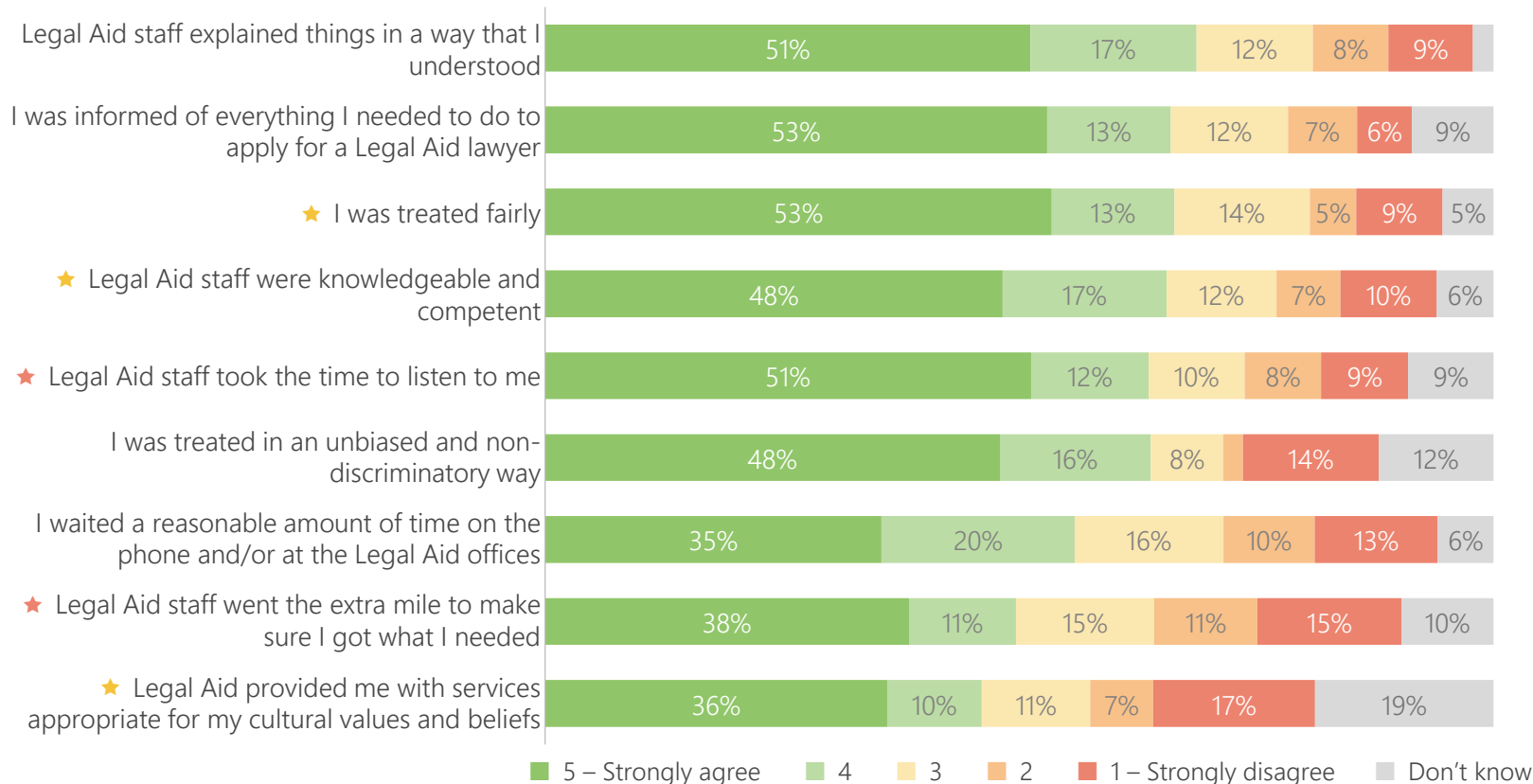
Indigenous clients rate LABC's performance on general service aspects very similarly to all clients.

Compared to three years ago, Indigenous clients are less strongly positive and increasingly undecided when it comes to being informed of everything they need to do to apply for a lawyer and being treated in an unbiased and non-discriminatory way. Negative ratings (i.e., ratings of 1 or 2 out of 5) are largely unchanged on both these service aspects when compared to 2020.

The top priorities to focus on to positively impact the overall perceptions of meeting the needs of Indigenous clients are staff going the extra mile and listening. Secondary drivers include treating clients fairly, providing services that are culturally appropriate and knowledgeable and competent staff.

Satisfaction with Legal Aid in General

(among Indigenous clients in 2023)



% rating 5 or 4

2023	2020	'23 all clients
69%	70%	68%
66%	78%	67%
66%	68%	67%
66%	69%	68%
64%	69%	66%
64%	75%	69%
56%	59%	60%
50%	58%	49%
46%	54%	50%

- ★ Top Priority
- ★ Secondary Priority

Base (Indigenous Clients): 2020 (n=157), 2023 (n=183)

Q6: How would you rate Legal Aid in general on the following?

2020 question wording: On a scale from 1 to 5, where 1 means you strongly disagree and 5 means you strongly agree, how would you rate your agreement with the following statements about Legal Aid in general?

Dealing with Legal Aid in General: By Subgroup

There are some notable differences in how key subgroups evaluate general service aspects.

Being informed of everything that is needed to apply for a lawyer is one of the attributes that is not assessed as positively this wave. Those who did not get a lawyer or who did not apply for one and specialized services clients all give below-average ratings to this aspect.

Another aspect which saw a softening in positive ratings and an increase in 'don't know' responses is Legal Aid BC providing services that are appropriate for clients' cultural values and beliefs. Family law clients and especially those who applied for but did not get a lawyer all give below-average assessments of this attribute.

Satisfaction with Legal Aid in General (% agreeing - rating 4 or 5)

	Total 2023	Area of Law				LABC Experience			Clients of Spec. Serv.	
		Criminal	Family	CFCSA	Immig.	Got Lawyer	Did Not Get Lawyer	Did Not Apply	Family LawLINE	Exp FDC
Base	1855	351	1311	99	94	1177	293	385	239	531
I was treated in an unbiased and non-discriminatory way	69%	68%	70%	69%	85%	71%	47%	79%	76%	70%
Legal Aid staff explained things in a way that I understood	68%	68%	67%	66%	91%	72%	42%	70%	70%	68%
Legal Aid staff were knowledgeable and competent	68%	66%	66%	74%	87%	72%	37%	71%	68%	68%
I was treated fairly	67%	66%	66%	67%	87%	71%	35%	72%	69%	70%
I was informed of everything I needed to do to apply for a Legal Aid lawyer	67%	66%	63%	73%	82%	73%	33%	52%	61%	59%
Legal Aid staff took the time to listen to me	66%	64%	66%	68%	86%	69%	38%	72%	68%	68%
I waited a reasonable amount of time on the phone and/or at the Legal Aid offices	60%	62%	58%	50%	66%	63%	37%	60%	58%	60%
Legal Aid provided me with services appropriate for my cultural values and beliefs	50%	50%	44%	52%	72%	54%	23%	49%	44%	46%
Legal Aid staff went the extra mile to make sure I got what I needed	49%	49%	47%	51%	67%	54%	17%	49%	50%	47%

■ Relatively higher than total ■ Relatively lower than total

Q6: How would you rate Legal Aid in general on the following?

2020 question wording: On a scale from 1 to 5, where 1 means you strongly disagree and 5 means you strongly agree, how would you rate your agreement with the following statements about Legal Aid in general?

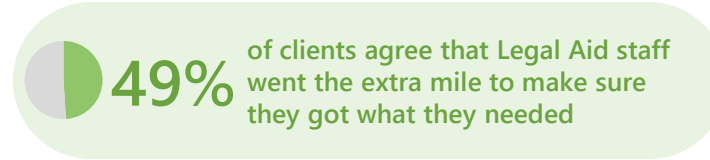
Ways that Legal Aid Staff went the Extra Mile

For the one-half of clients who agree that Legal Aid BC staff went the extra mile to ensure they received what they needed, they continue to describe this type of service as helpful, supportive, friendly, compassionate and/or patient. In short, it is most often the demeanor of the staff member that makes clients feel they are going the extra mile.

For others it comes down to staff getting a lawyer for them and/or providing information and taking the time to ensure they understand the information. Good communication and follow-up is also how some of these clients describe 'going the extra mile'.

While Indigenous clients tend to describe going the extra mile very similarly to all Legal Aid BC clients, there are a few differences:

- They more strongly feel that staff being helpful and supportive defines going the extra mile.
- They are less likely to mention being provided information and staff taking the time to ensure they understand that information as going the extra mile.



Ways that Legal Aid Staff went the Extra Mile

(among clients agreeing that staff went the extra mile)

	All Clients		Indigenous Clients	
	2020	2023	2020	2023
Base	508	487	80	53
Helpful/supportive	19%	23%	21%	42%
Friendly/compassionate/patient	17%	22%	29%	15%
Found me a lawyer	16%	19%	13%	25%
Provided information/made sure I understood everything	15%	18%	24%	6%
Good communication/follow-up	20%	17%	21%	18%
Knowledgeable/gave advice/answered my questions	11%	14%	11%	14%
Efficient/timely/did things quickly	10%	14%	9%	17%
Listened to me	7%	6%	13%	7%
Helped me get approved/approved my application	6%	8%	12%	0%
Everything is good	3%	4%	0%	4%
Aided with paperwork	4%	3%	2%	6%

Note: Multiple mentions allowed.
Q6dComment. In what way(s) did Legal Aid staff go the extra mile?

Providing Culturally Appropriate Services

Unchanged from three years ago, 15% of clients disagree that Legal Aid provides services that are culturally appropriate for their background and beliefs.

Also consistent with three years ago, Indigenous or First Nations top the list of cultures/beliefs that these clients feel need to be better addressed.

Suggested ways to better address cultures/beliefs are to help 'fight for' clients and improve funding so more people qualify for Legal Aid. Fewer clients this year mention providing services in different languages.

Among Indigenous clients who do not agree that LABC provides services that are culturally appropriate, over half say it is their own culture that needs to be better addressed. When it comes to improving on this front their top suggestions are to not discriminate and/or try to remain unbiased and provide more information and clearer guidelines.

15% of clients disagree that Legal Aid provided services that were appropriate for their cultural background and beliefs

Cultures/Beliefs Needing to be Better Addressed

(among clients disagreeing that there were appropriate services)

	All Clients		Indigenous Clients	
	2020	2023	2020	2023
Base	148	203	39*	39*
Indigenous/First Nations	16%	18%	53%	55%
Income level / economic bias	0%	13%	0%	10%
Better customer service (general)	11%	10%	14%	13%
Gender bias	10%	9%	8%	9%
All languages	4%	8%	2%	7%
Mental health / disability bias	0%	5%	0%	1%
Felt dismissed because I was not a minority	9%	4%	0%	1%
Religion	6%	2%	0%	0%

Suggestions to Better Address Cultures/Beliefs

(among clients disagreeing that there were appropriate services)

	All Clients		Indigenous Clients	
	2020	2023	2020	2023
Base	110	150	32*	29*
Help fight for clients	2%	17%	0%	10%
Improve funding/allow more people to qualify	5%	13%	1%	1%
More information and clearer guidelines	2%	10%	3%	18%
Listen to the client/spend more time with them	12%	10%	8%	9%
Do not discriminate/be unbiased	10%	9%	2%	19%
Be more empathetic / understanding	2%	7%	0%	1%
More training / education for lawyers	1%	7%	0%	0%
Provide service in different languages/for different cultures	34%	7%	65%	16%
Be more fair	4%	3%	12%	2%

*Caution: small base size (n<50). Note: only major mentions are shown. Multiple mentions allowed.

Q39. Earlier you did not agree that Legal Aid provided you with services that were appropriate for your identity, and/or your cultural background and beliefs. Which culture(s) and/or belief(s) do you feel Legal Aid needs to better address? / Q39b. What suggestions, if any, do you have for Legal Aid to better address your identity and/or this culture and/or belief?



SUMMARY OF FINDINGS

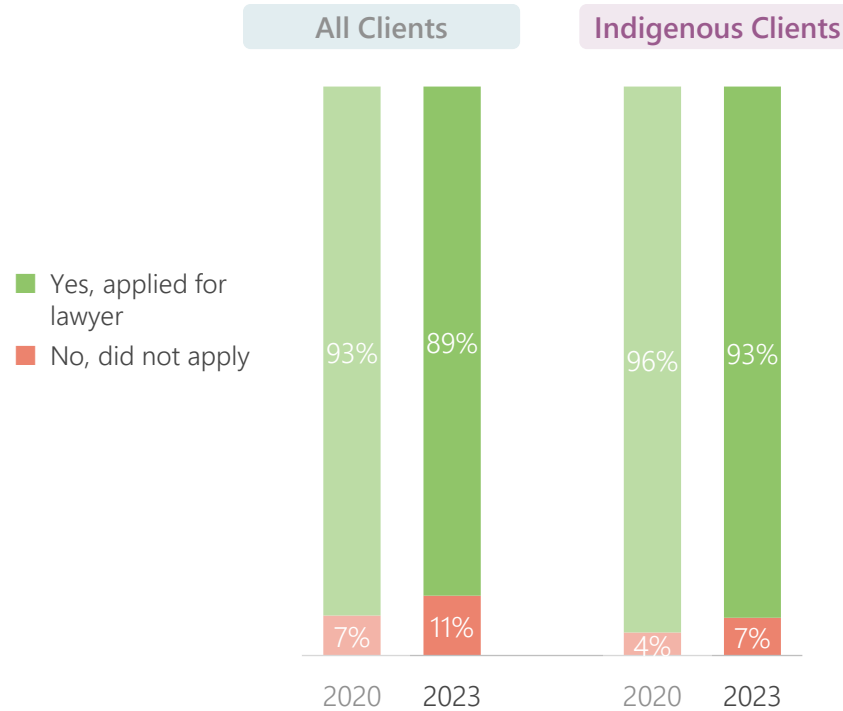
Applying for Legal Aid

Applying for Legal Aid Lawyer

Consistent with 2020, the large majority of Legal Aid BC clients are on file as applying for a lawyer or report that they applied.

Also consistent with 2020 is over 90% of Indigenous clients report to have applied or are on file as applying for a lawyer.

Applied for Legal Aid Lawyer



*Caution: small base size (n<50).
 Base: Total 2020 (1051), 2023 (1855), Indigenous 2020 (157), Indigenous 2023 (183)
 Q14. Did you apply for a Legal Aid lawyer?

By Subgroup (2023)

Age



Gender



Times Using Legal Aid



■ Yes, applied for lawyer

Specific Aspects of the Application Process

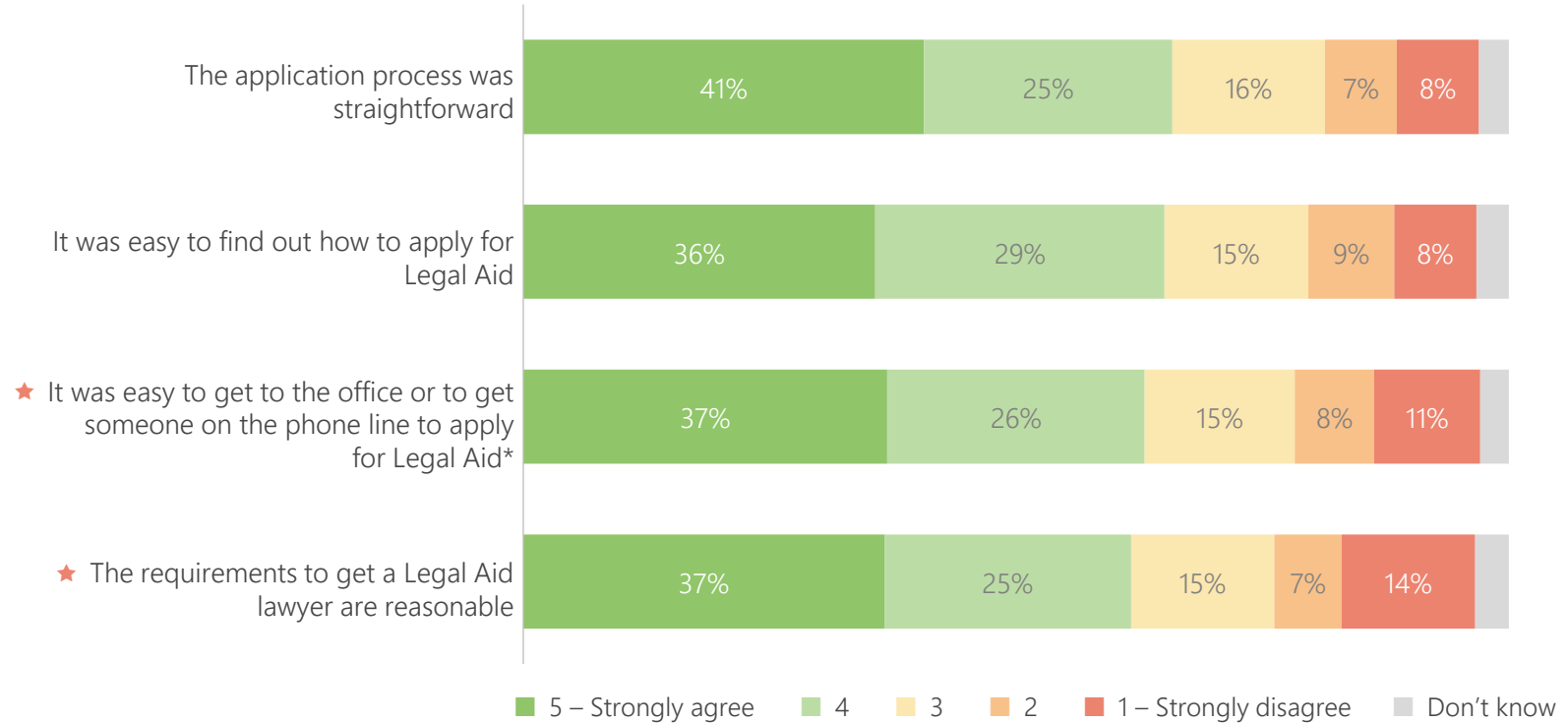
Legal Aid BC clients continue to give moderately positive assessments of the application process. Compared to three years ago assessments are not as strongly positive (that is, fewer clients 'strongly agree') but are still broadly in line with 2020.

While positive ratings of the four service aspects are highly similar, the ease of getting to the office or getting someone on the phone to apply and the requirements to get a lawyer being reasonable earn slightly more disagreement from clients.

For those clients who go through the application process it is the ease of getting to an office or on the phone to apply and the requirements to get a lawyer being reasonable which most impact their overall perceptions of Legal Aid BC meeting their needs overall.

Legal Aid Application Process

(among clients who applied for a lawyer in 2023)



- ★ Top Priority
- ★ Secondary Priority

Base (among those who applied for a lawyer): 2020 (n=944), 2023 (n=1470)

Q16: How would you rate Legal Aid on the following regarding the application process?

2020 question text: On a scale from 1 to 5, where 1 means you strongly disagree and 5 means you strongly agree, how much do you agree with these statements about the application process?

*2020 response option wording: It was easy to get to the office (pre or post COVID-19 pandemic) or to get someone on the phone line to apply for Legal Aid

Specific Aspects of the Application Process: Indigenous Clients

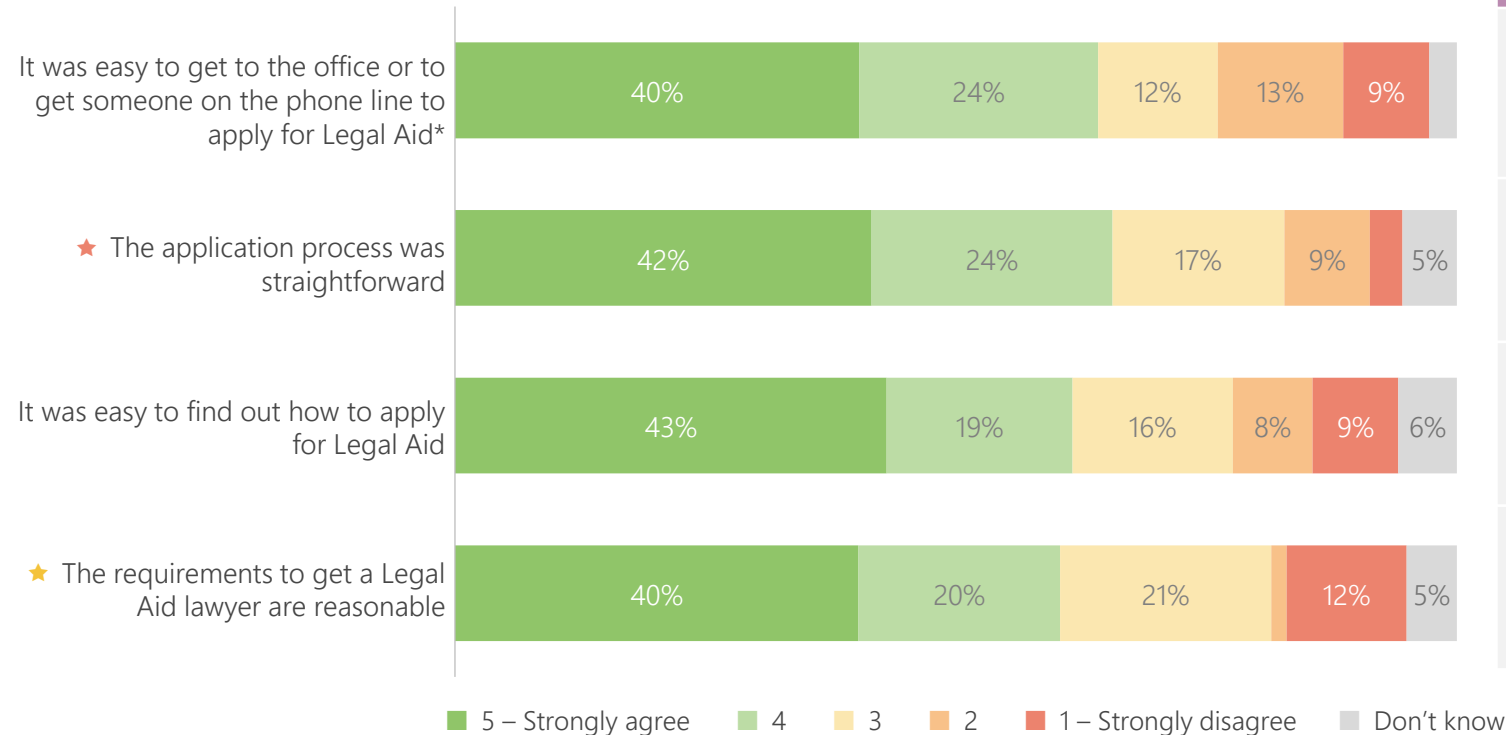
Indigenous clients have highly similar feedback on the various aspects of the Legal Aid BC application process compared to all clients.

Compared to 2020, as is the case with all clients, Indigenous clients' ratings are not as strongly positive as they were three years ago but still broadly in line with 2020.

In terms of positively impacting overall perceptions among Indigenous clients that Legal Aid BC meets their needs, the priority should be on a straightforward application process followed by reasonable requirement to qualify for a lawyer.

Legal Aid Application Process

(among Indigenous clients who applied for a lawyer in 2023)



% rating 5 or 4

	2023	2020	'23 all clients
It was easy to get to the office or to get someone on the phone line to apply for Legal Aid*	64%	59%	63%
★ The application process was straightforward	66%	68%	66%
It was easy to find out how to apply for Legal Aid	62%	68%	65%
★ The requirements to get a Legal Aid lawyer are reasonable	60%	64%	62%

- ★ Top Priority
- ★ Secondary Priority

Base (among those who applied for a lawyer): 2020 (n=145), 2023 (160)

Q16: How would you rate Legal Aid on the following regarding the application process?

2020 question text: On a scale from 1 to 5, where 1 means you strongly disagree and 5 means you strongly agree, how much do you agree with these statements about the application process?

*2020 response option wording: It was easy to get to the office (pre or post COVID-19 pandemic) or to get someone on the phone line to apply for Legal Aid

Application Process on Specific Aspects: By Subgroup

Family law clients stand out as being less positive about most aspects of the application process relative to other clients. The exception would be the applications process being straightforward, which all clients assess similarly (immigration clients being especially positive about this aspect and all others).

Legal Aid Application Process (% rating 4 or 5)

	Total 2023	By Area of Law				By LABC Experience	
		Criminal	Family	CFCSA	Immig.	Got Lawyer	Did Not Get Lawyer
Base	1470	309	980	90	91	1177	293
The application process was straightforward	66%	67%	62%	65%	77%	72%	24%
It was easy to find out how to apply for Legal Aid	65%	68%	57%	61%	74%	70%	31%
It was easy to get to the office or to get someone on the phone line to apply for Legal Aid	63%	66%	54%	60%	79%	68%	28%
The requirements to get a Legal Aid lawyer are reasonable	62%	65%	51%	59%	80%	69%	12%

■ Relatively higher than total ■ Relatively lower than total

Base is among those who applied for a lawyer.

Q16. On a scale from 1 to 5, where 1 means you strongly disagree and 5 means you strongly agree, how much do you agree with these statements about the application process?

Preference for Applying for Legal Aid Online

Consistent with historical trends, just over half of all clients report having a preference for applying for Legal Aid online, rather than in-person or by phone.

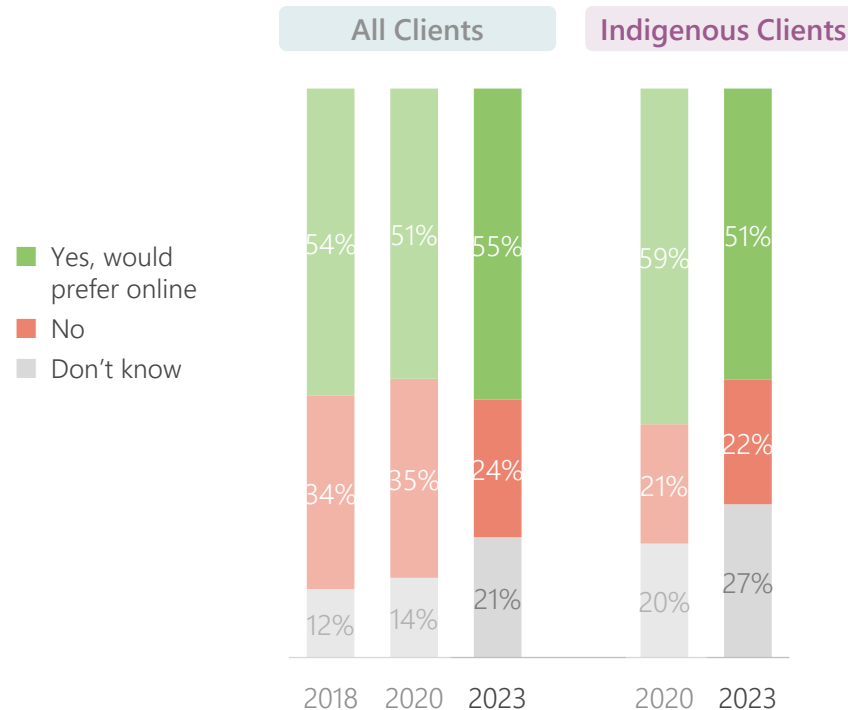
Among those who do not prefer applying online, this wave there are more clients who do not have a preference versus being clear they do not want to apply online.

Along with immigration law clients, other groups who express an above-average preference for applying for online are clients 35 to 54 years of age (60%) and those who identify as women (64% versus 44% to 45% who identify as men or another gender identity).

Preferences for applying online among Indigenous clients are highly similar to all clients. However, compared to three years ago preferences for online application are directionally lower among this client group.

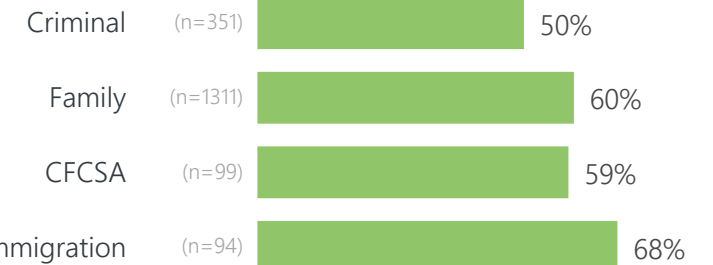
Preference for Applying for Legal Aid Online rather than In-Person or by Phone

(among all clients)

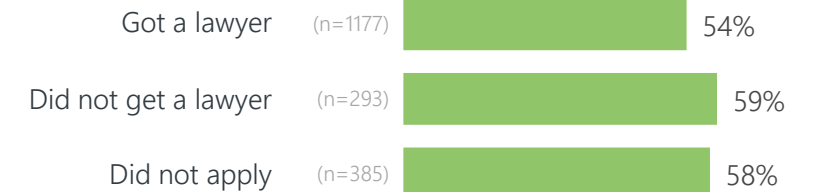


By Subgroup (2023)

Area of Law



LABC Experience



■ Yes, would prefer online

Base: All clients 2018 (1249), 2020 (1051), 2023 (1855), Indigenous clients 2020 (157), 2023 (183).

Q15. Typically, people can apply for Legal Aid in Legal Aid offices, some courthouses, and over the phone. If available, would you prefer to apply for Legal Aid online?



SUMMARY OF FINDINGS

Legal Aid Representation

Provided with a Lawyer

Among clients who applied for a lawyer, the large majority either report receiving one or are on file with Legal Aid BC as being approved for representation.

Consistent with 2020, 92% of Indigenous clients report to have or are on file as receiving a lawyer.

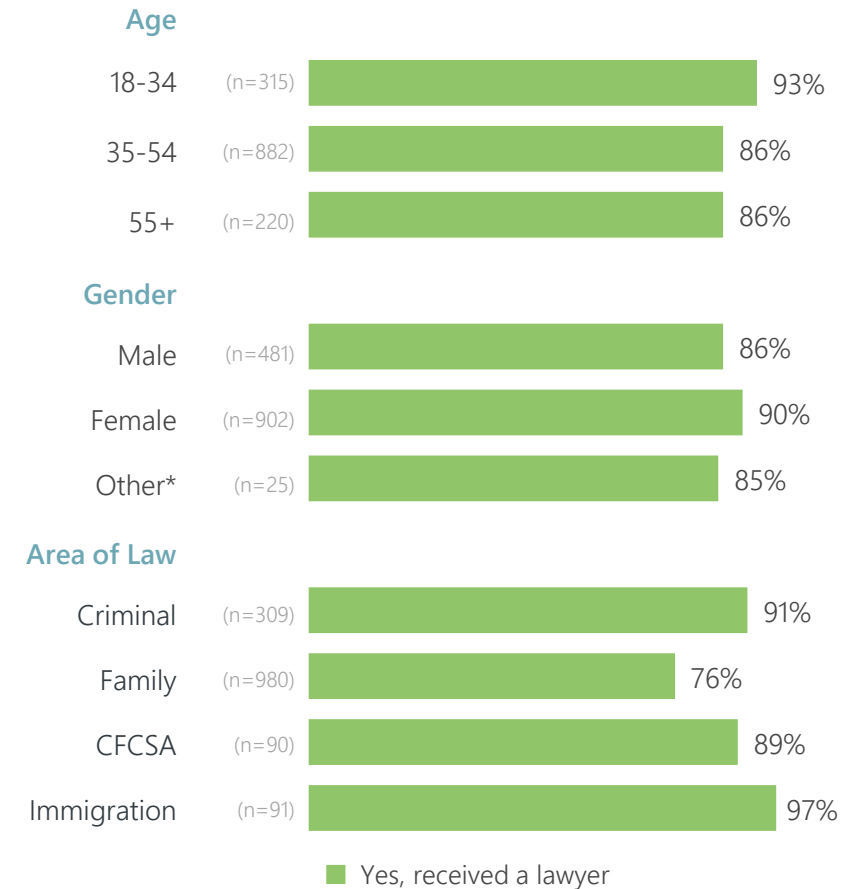
■ Yes, received a lawyer
■ No, did not receive a lawyer

Provided with a Legal Aid Lawyer

(among clients who applied for a lawyer)



By Subgroup (2023)



*Caution: small base size (n<50).

Base: Clients who applied for a lawyer 2020 (944), 2023 (1470), Indigenous clients 2020 (145), 2023 (160)
 Q17. Were you provided with a Legal Aid lawyer to represent you?

Well Represented by Legal Aid Lawyer

While the majority of Legal Aid BC clients who received a lawyer feel well represented by this individual, the proportion feeling this way has declined compared to past trends.

The decline in feeling well represented by one's lawyer is concentrated among a few client groups:

- Criminal law clients
- CFCSA law clients
- Those who were found guilty or whose case was unresolved
- Clients between the ages of 35 and 54.

Among Indigenous clients, the same proportion report feeling well represented as among all clients. However, the same decline in feeling well represented by one's lawyer is also evident among Indigenous clients.

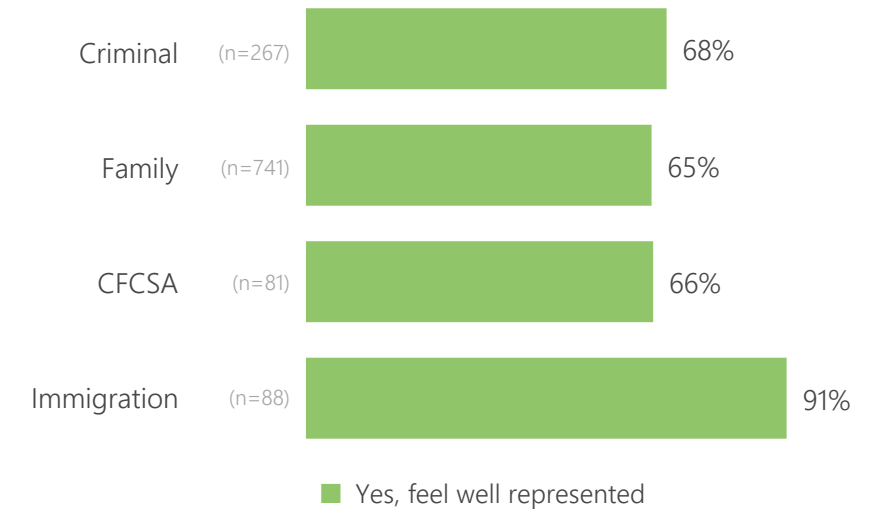
Feel Well Represented by Legal Aid Lawyer

(among clients provided with a lawyer)



By Area of Law (2023)

Area of Law



Base: Clients who were provided with a lawyer 2018 (696), 2020 (813), 2023 (1177), Indigenous clients 2020 (135), 2023 (140 Q18. Overall, do you feel you were well represented by your Legal Aid lawyer?

Reasons for Not Feeling Well Represented

In line with three years ago, the main reason clients do not feel not feel well represented by their Legal Aid lawyer tend be lack of interest in their case and/or poor communication. Not spending enough time with clients and being dissatisfied with the final outcome are also reasons for not feeling well represented.

Indigenous clients who did not feel well represented by their lawyer have similar concerns as all clients. However, their overriding complaint is that their lawyer did not do enough and/or was not interested in their case. This is followed by being dissatisfied with the outcome or losing their case. Both of these reasons are mentioned directionally more often then they were three years ago.

Reasons for Not Feeling Well Represented

(among clients not feeling well represented)

	All Clients		Indigenous Clients	
	2020	2023	2020	2023
Base	215	332	32*	43*
Didn't do enough/were not interested in my case	18%	27%	15%	40%
Lack of communication/did not return calls	21%	26%	10%	13%
Were busy/didn't spend enough time with me/my case was not given enough hours	12%	17%	3%	16%
I lost/dissatisfied with the result	7%	15%	11%	23%
Did not answer my questions/were not informative	6%	13%	0%	12%
They did not listen/did not do what I wanted	5%	12%	22%	10%
Not knowledgeable/inexperienced	8%	10%	9%	4%
I've had multiple lawyers / no consistency	0%	9%	0%	10%
Slow process	6%	8%	3%	2%
They are not strong enough / not aggressive	0%	8%	0%	8%
Rude/unfriendly	7%	5%	6%	11%
They did not show up in court	5%	5%	13%	6%
Sided with my opponent/the crown	11%	4%	14%	6%
Don't know/case is still pending	12%	3%	29%	0%

*Caution: small base size (<50). Note: only major mentions are shown. Multiple mentions allowed. Q19. Why do you say that?

Reasons for Feeling Well Represented

Assessed for the first time in 2023, the main reason clients feel represented is because their lawyer provides good explanations that are informative and straightforward.

Clients also feel well represented when they sense their lawyer is doing a good job, is helpful and works on their behalf.

Among Indigenous clients, the most common reasons for feeling well presented is that the Legal Aid BC lawyer worked on their behalf / was there for them, and/or that they won the case or that they were satisfied with the result.

Reasons for Feeling Well Represented

(among clients who feel well represented)

	All Clients 2023	Indigenous Client 2023
Base	737	84
Good explanation / informative / straight forward	20%	7%
Good lawyer / good job (reason not specified)	17%	18%
They are helpful	16%	15%
My case was well represented / worked on my behalf / was there for me	16%	20%
I won / satisfied with the result	15%	20%
Diligent / thorough / spent time with me / went out of their way	9%	11%
Knowledgeable / experienced	8%	6%
Friendly / polite / easy to work with	8%	7%
Understanding / compassionate	6%	9%
Good communication / easy to reach / kept me up to date	6%	1%
Professional	6%	0%
Good listener / feel heard	5%	1%
Fast / efficient / organized	5%	0%
They were fair / unbiased	3%	3%

■ Top mention(s)

Note: only major mentions are shown. Multiple mentions allowed.
Q19. Why do you say that?

Legal Aid Lawyer Performance

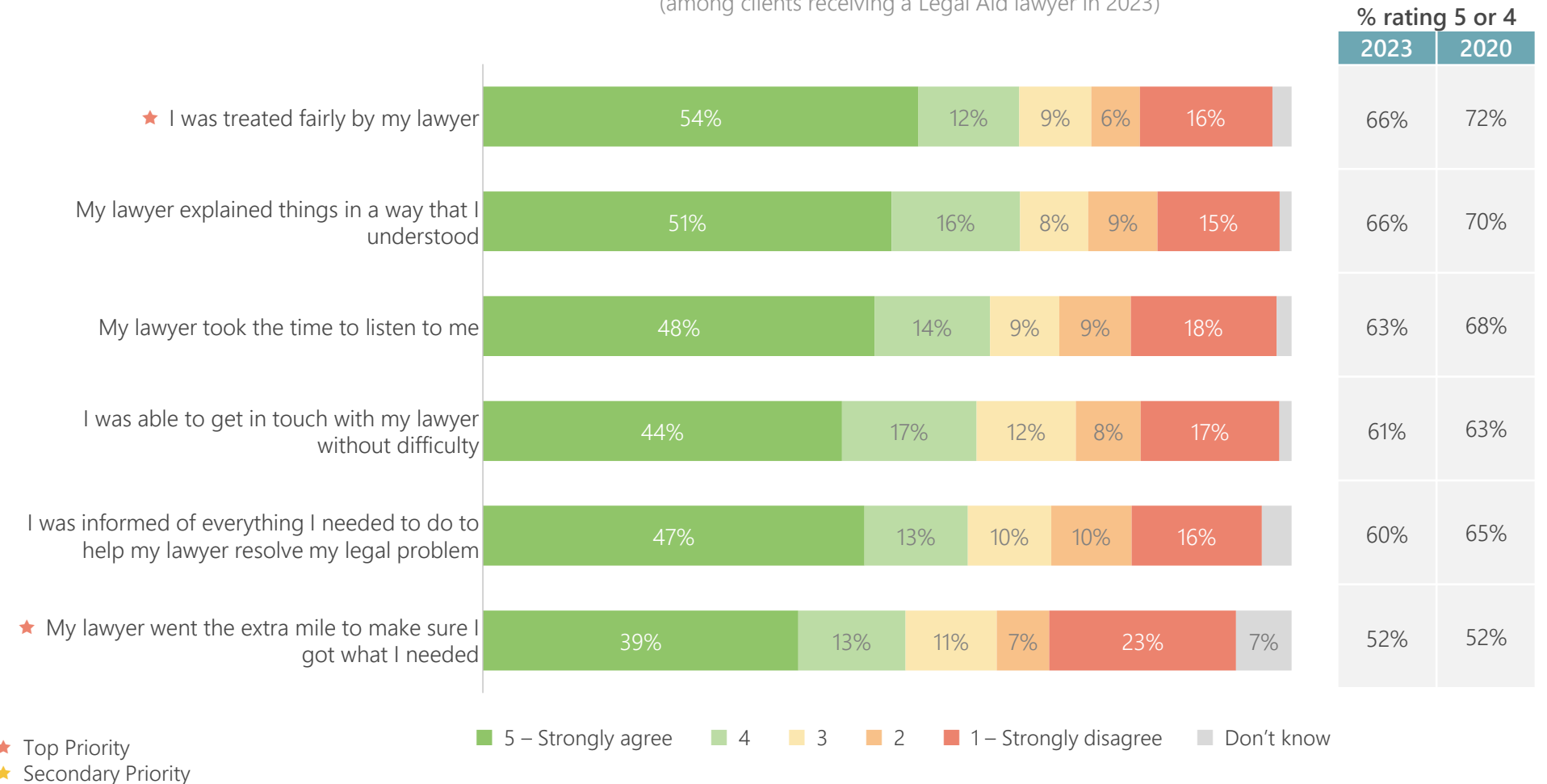
Legal Aid lawyers continue to earn positive assessments on the specific aspects of their performance. Treating clients fairly and explaining things in a way clients can understand are strengths, while going the extra mile is an area where there is more room for improvement.

Compared to three years ago, ratings for treating clients fairly are less positive; however, for all six aspects, strong disagreement has generally doubled.

The specific service aspects that most strongly impact whether or not clients feel well represented by their lawyer is that individual going the extra mile and treating clients fairly.

Legal Aid Lawyer Performance

(among clients receiving a Legal Aid lawyer in 2023)



Base (among those who received a lawyer): 2020 (n=813), 2023 (1177)

Q20: How would you rate Legal Aid on the following?

2020 question wording: Next, on a five-point scale, where 1 means you strongly disagree and 5 means you strongly agree, how would you rate your agreement with the following statements?

Legal Aid Lawyer Performance Indigenous Clients

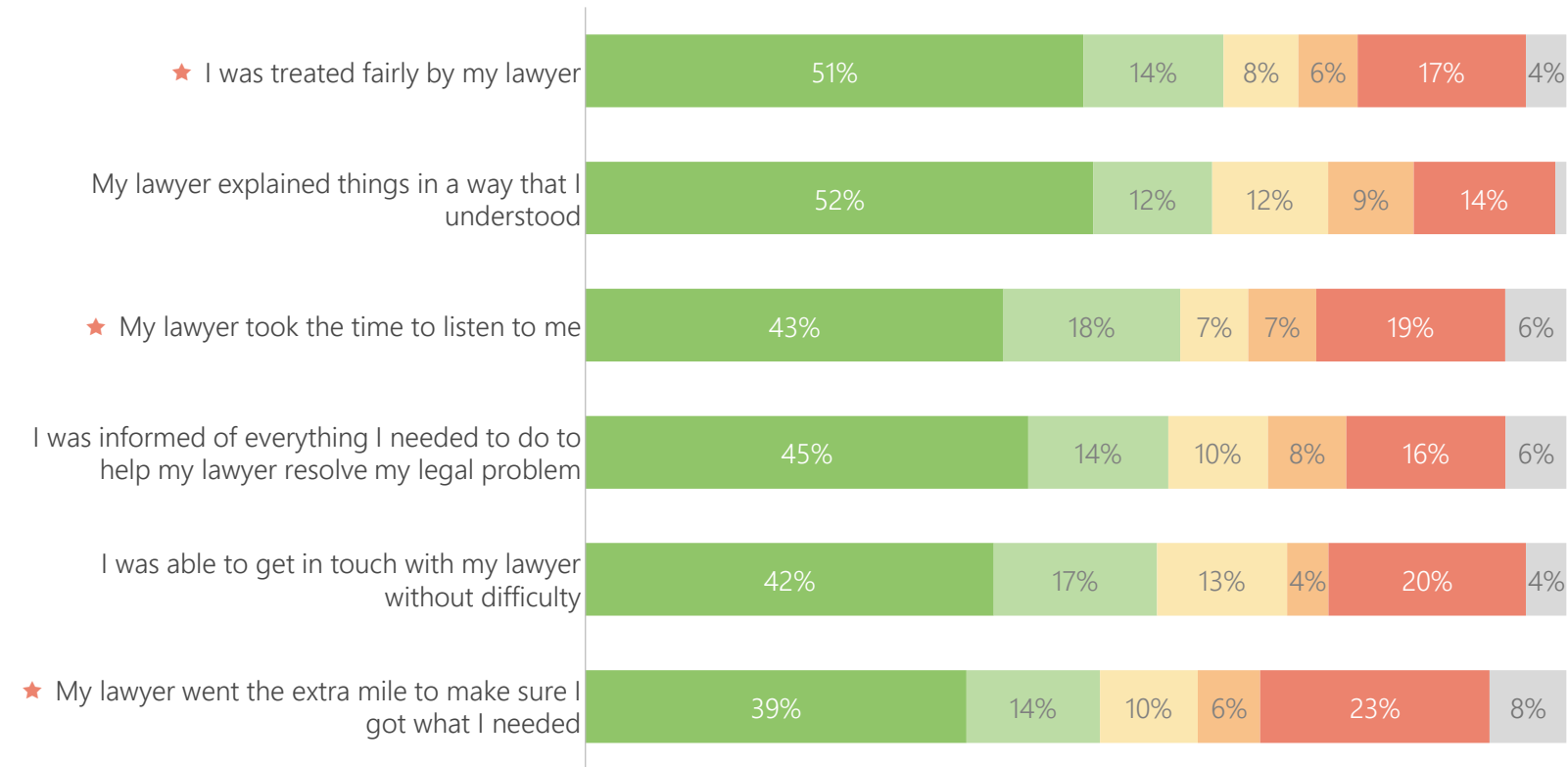
Indigenous clients' ratings of their lawyer's performance is highly similar to that of all clients.

Compared to three years ago, ratings for being treated fairly by the Legal Aid BC lawyer and being able to get in touch with the lawyer without difficulty are consistent. However, the remaining four aspects are not rated as positively or as strongly positively and strong disagreement has grown.

Similar to all clients, the top priorities to focus on to ensure Indigenous clients feel well represented by their lawyer is to have this individual go the extra mile and treat clients fairly. Unique to Indigenous clients in terms of feeling well represented by their lawyer is having this person taking the time to listen.

Legal Aid Lawyer Performance

(among Indigenous clients receiving a Legal Aid lawyer in 2023)



★ Top Priority
 ★ Secondary Priority

■ 5 – Strongly agree ■ 4 ■ 3 ■ 2 ■ 1 – Strongly disagree ■ Don't know

% rating 5 or 4		
2023	2020	'23 all clients
65%	67%	66%
64%	72%	66%
61%	67%	63%
59%	66%	60%
58%	59%	61%
52%	58%	52%

Base (among those who received a lawyer): 2020 (n=135), 2023 (140)

Q20. Next, on a five-point scale, where 1 means you strongly disagree and 5 means you strongly agree, how would you rate your agreement with the following statements?

Legal Aid Lawyer Performance: By Subgroup

Among clients who qualified for a lawyer, immigration law clients tend to give above-average evaluations of their lawyer's performance.

Family law clients give the lowest score to their lawyers for going the extra mile to ensure they got what they needed.

Legal Aid Lawyer Performance (% rating 4 or 5)

	Total 2023	By Area of Law			
		Criminal	Family	CFCSA	Immig.
Base	1177	267	741	81	88
I was treated fairly by my lawyer	66%	64%	66%	69%	85%
My lawyer explained things in a way that I understood	66%	66%	65%	65%	88%
My lawyer took the time to listen to me	63%	60%	64%	65%	84%
I was able to get in touch with my lawyer without difficulty	61%	60%	61%	59%	81%
I was informed of everything I needed to do to help my lawyer resolve my legal problem	60%	59%	60%	60%	76%
My lawyer went the extra mile to make sure I got what I needed	52%	52%	47%	57%	58%

■ Relatively higher than total
 ■ Relatively lower than total

Base is among those who received a lawyer.
 Q20. How would you rate Legal Aid on the following?
 2020 question wording: Next, on a five-point scale, where 1 means you strongly disagree and 5 means you strongly agree, how would you rate your agreement with the following statements?

Ways that Legal Aid Lawyer went the Extra Mile

52% of clients agree that their Legal Aid Lawyer went the extra mile to make sure they got what they needed

Clients who feel their LABC lawyer went the extra mile explain that they did this by fighting for and/or winning their case, providing information and making sure it is fully understood, generally being helpful, supportive, following up, and providing knowledgeable advice.

These explanations of going the extra mile are largely similar to 2020.

Among Indigenous clients, going the extra mile mainly means that the lawyer fought for the client's case and/or won and was helpful and supportive.

Ways that Legal Aid Lawyer went the Extra Mile

(among clients agreeing that their lawyer went the extra mile)

	Base	All Clients		Indigenous Clients	
		2020	2023	2020	2023
		366	525	66	62
Fought for my case/won my case		23%	18%	23%	32%
Provided information/made sure I understood everything		10%	17%	15%	10%
Helpful/supportive		20%	16%	18%	23%
Good communication/follow-up		18%	14%	26%	9%
Knowledgeable/gave advice/answered my questions		12%	14%	10%	9%
Friendly/compassionate		17%	7%	26%	5%
Attended meetings/showed up in court		4%	7%	8%	4%
Listened to me		9%	7%	13%	2%
Always available (e.g., took my calls at night, worked on weekends)		9%	6%	6%	4%
Detailed / thorough		0%	5%	0%	2%
Asked for details to make my case stronger/Navigated for best interest		2%	4%	2%	4%
Efficient/timely/did things quickly		2%	4%	2%	4%

Note: showing mentions of 4% or more
Q20c. In what way(s) did your lawyer go the extra mile? [open end]

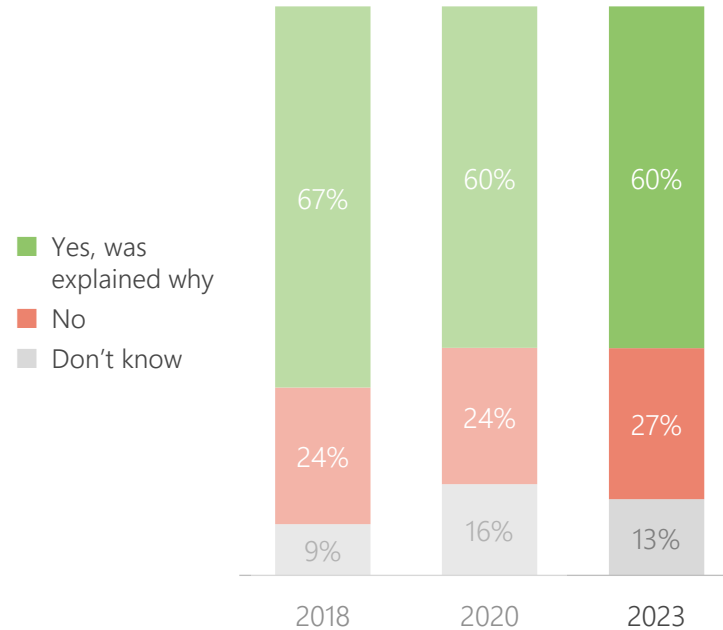
Did Not Qualify for Legal Aid Lawyer – Explained Why & Offered Suggestions

Consistent with historical trends, 60% of clients who did not qualify for a lawyer report that they were provided with an explanation as to why.

Compared to three years ago, more clients this year who applied but did not qualify for a lawyer report that Legal Aid BC staff offered suggestions of other services or agencies that might be able to help with their legal issue.

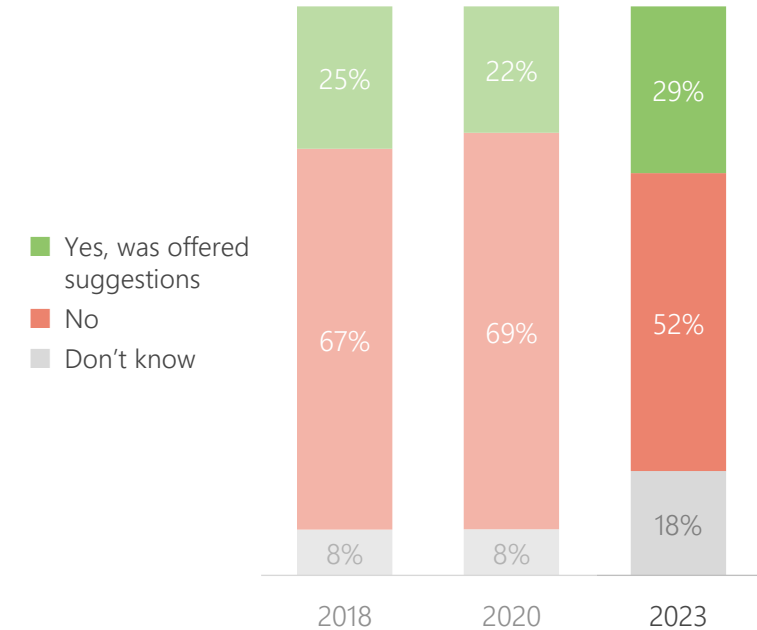
Explained Reason for Not Qualifying for Legal Aid Lawyer

(among clients who did not qualify)



Offered Suggestions for Other Services/Agencies to Help with Legal Issue

(among clients who did not qualify)



Note: Indigenous clients results not shown due to small base size (n=20)

Base: Clients who did not qualify 2018 (201), 2020 (131), 2023 (293)

Q21. Were you told why you did not qualify for a Legal Aid lawyer? / Q22. Did Legal Aid staff suggest other services or agencies that might be able to help you with your legal issue?



SUMMARY OF FINDINGS

Expanded Family Duty Counsel

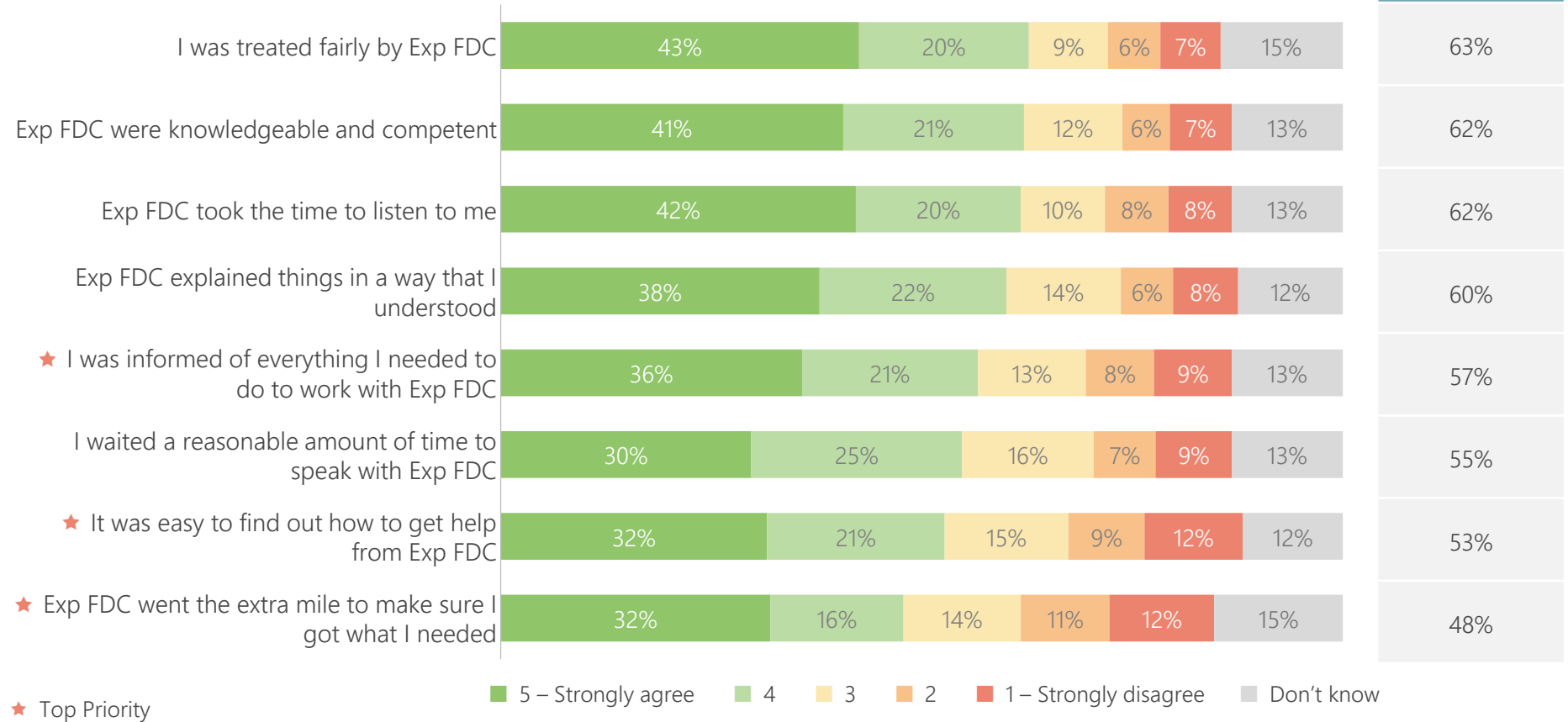
Note: trending is not included in this section of the report as in 2020, clients self-identified as using Duty Counsel and in 2023 only Expanded Family Duty Counsel clients were surveyed, and they were pre-identified by Legal Aid BC. Expanded Family Duty Counsel results are from four locations – Vancouver, Nanaimo, Surrey, and Victoria.

Expanded Family Duty Counsel Experience

Expanded Family Duty Counsel Experience

(among clients who used expanded Family Duty Counsel services in 2023)

% rating 5 or 4
2023



Expanded Family Duty Counsel clients give moderately positive assessments of the service they received.

From a list of eight service aspects, being treated fairly and expanded Family Duty Counsel being knowledgeable and competent and taking the time to listen to clients earn the highest ratings. Conversely, expanded Family Duty Counsel going the extra mile, it being easy to find out how to get help from expanded Family Duty Counsel and waiting a reasonable amount of time to speak with them are relatively less positively assessed.

When it comes to meeting clients needs overall, among expanded Family Duty Counsel clients, going the extra mile to make sure clients have what they need, making it easy to find out how to get help from them and informing clients of all the things they need to do to work with expanded Family Duty Counsel should be top service priorities.

Base (among those who used expanded Family Duty Counsel): 2023 (531)

Q24. Duty Counsel are lawyers paid by Legal Aid who work at the courthouses or over the phone and online. They help people with family, immigration, and criminal law legal issues by providing free advice, information about court procedures and legal rights and helping fill out forms. How would you rate your experience with Duty counsel on the following?

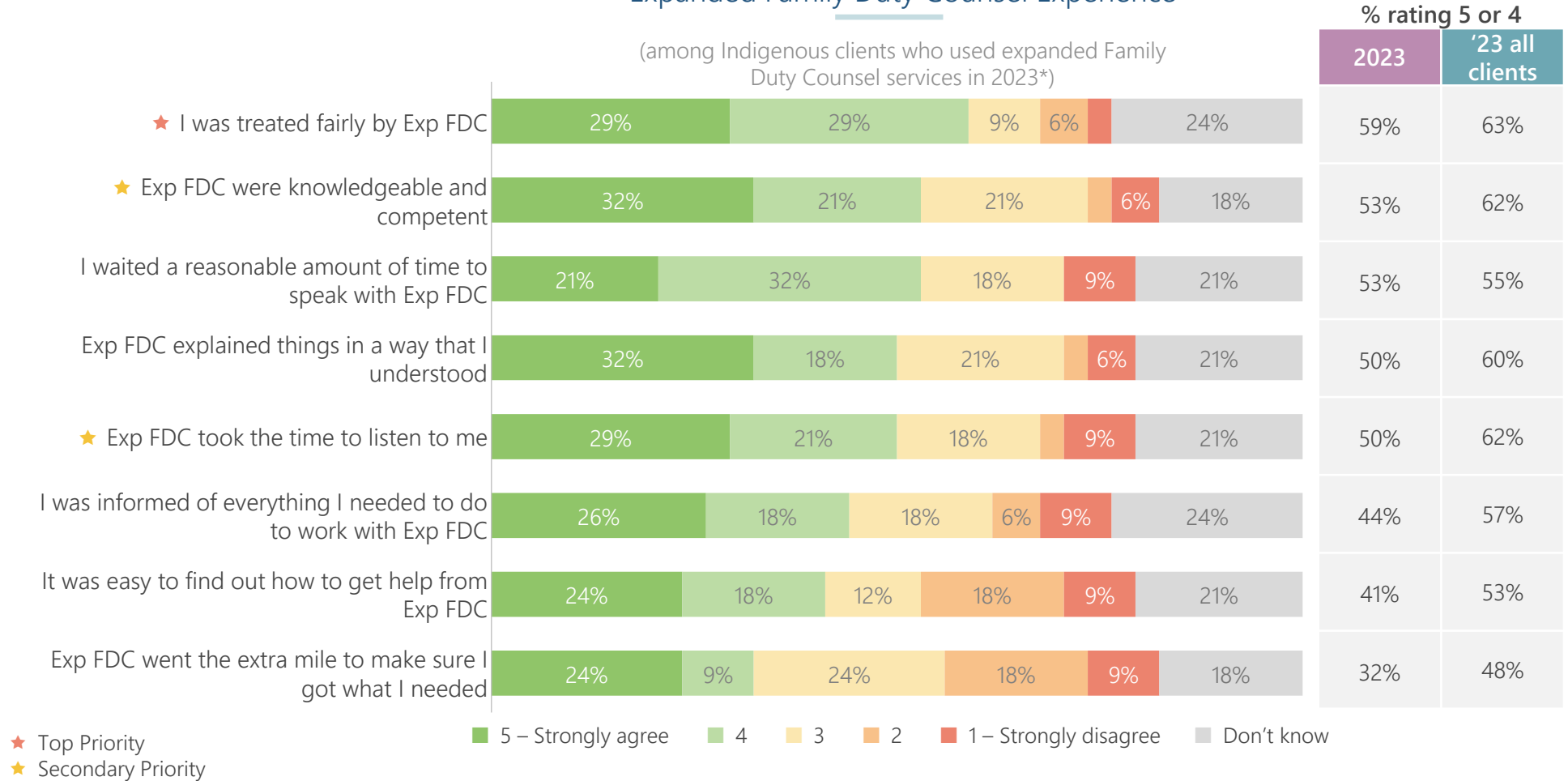
Expanded Family Duty Counsel Experience: Indigenous Clients

Among Indigenous clients who used expanded Family Duty Counsel, assessments lean positive. However, ratings are more mixed than among all expanded Family Duty Counsel clients, as well as a notable proportion (18% to 24%) are unable to provide an assessment on this service.

Among Indigenous expanded Family Duty Counsel clients, the top priorities should be treating clients fairly, followed by staff taking the time to listen, along with being knowledgeable and competent. These are the service aspects that have the most impact on overall perceptions.

Expanded Family Duty Counsel Experience

(among Indigenous clients who used expanded Family Duty Counsel services in 2023*)



Base (among those who used expanded Family Duty Counsel): 2023 (34) *Caution: small base size (<50)

Q24. Duty Counsel are lawyers paid by Legal Aid who work at the courthouses or over the phone and online. They help people with family, immigration, and criminal law legal issues by providing free advice, information about court procedures and legal rights and helping fill out forms. How would you rate your experience with Duty Counsel on the following?



SUMMARY OF FINDINGS

Family LawLINE

Family LawLINE

Family LawLINE clients continue to give this service moderately positive ratings that are generally in line with 2020. Treating clients fairly and making it easy to find out how to get help from Family LawLINE are the exceptions, as both post lower ratings this wave.

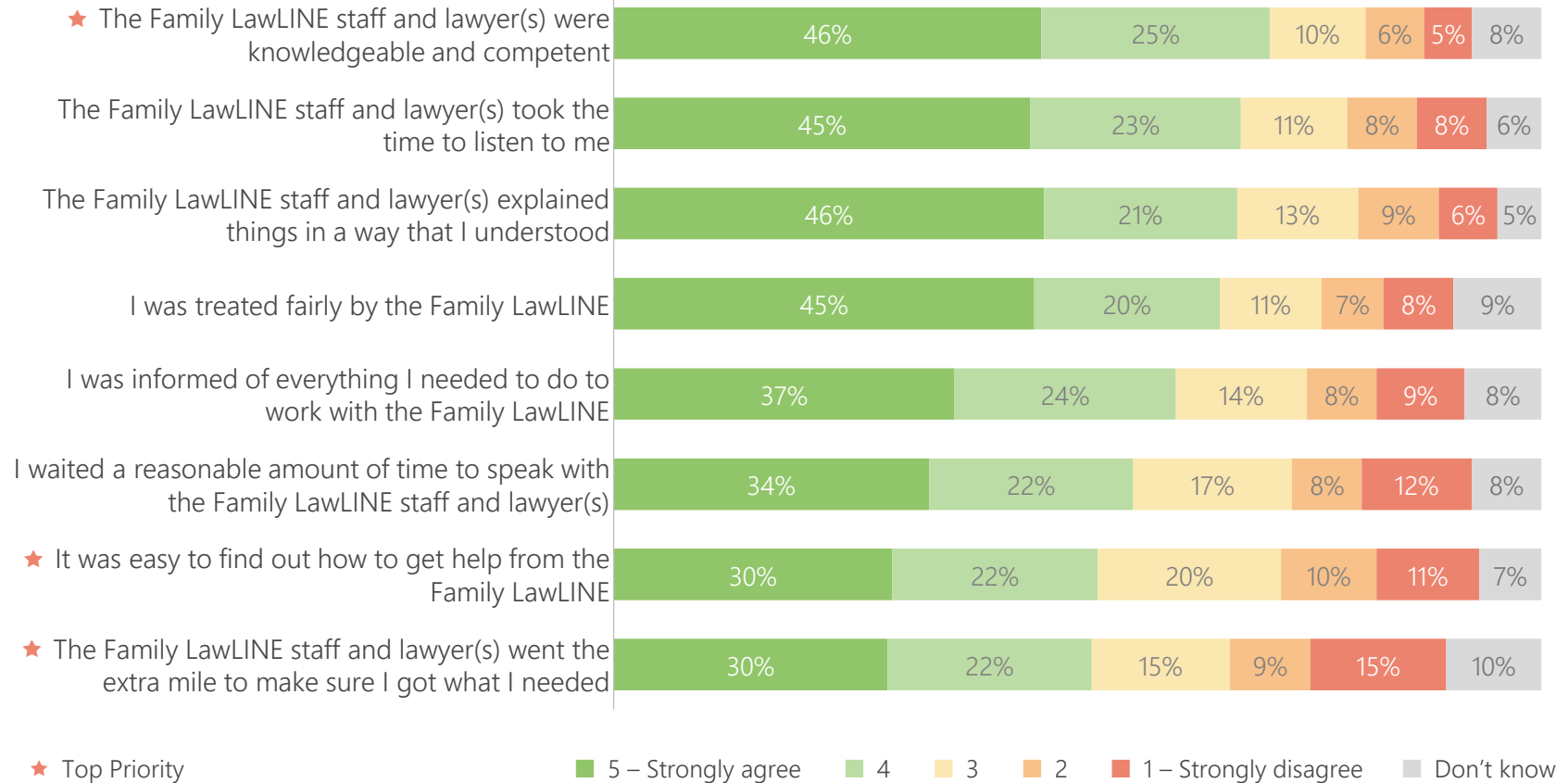
Family LawLINE lawyers and staff earn the most positive ratings from clients for being knowledgeable, competent, taking the time to listen, explaining things in a way clients understand and treating clients fairly.

Unchanged from 2020, Family LawLINE has the most room to improve on making it easy to find out how to get help from the Family LawLINE and staff/lawyers going the extra mile to ensure clients get what they need.

The service areas which most strongly impact overall perceptions are staff being knowledgeable and competent, staff going the extra mile and it being easy to find out how to get help from Family LawLINE.

Family LawLINE Experience

(among Family LawLINE clients in 2023)



Note: Indigenous clients results not shown due to small base size (n=16)

Base (among Family LawLINE clients): 2020 (n=147), 2023 (n=239)

Q24b. How would you rate your experience with the Family LawLINE service?

2020 question wording: Using a scale from 1 to 5, where 1 means you strongly disagree and 5 means you strongly agree, how much do you agree with these statements about your experience with getting advice from a Legal Aid lawyer over the phone, such as through the Family LawLINE?



SUMMARY OF FINDINGS

Referrals to Non-Legal Services

Note: trending is not included in this section of the report. In 2020, only clients who reported experiencing issues that made their legal issue more difficult were asked about referrals to other services. In 2023, this section was expanded to include all clients.

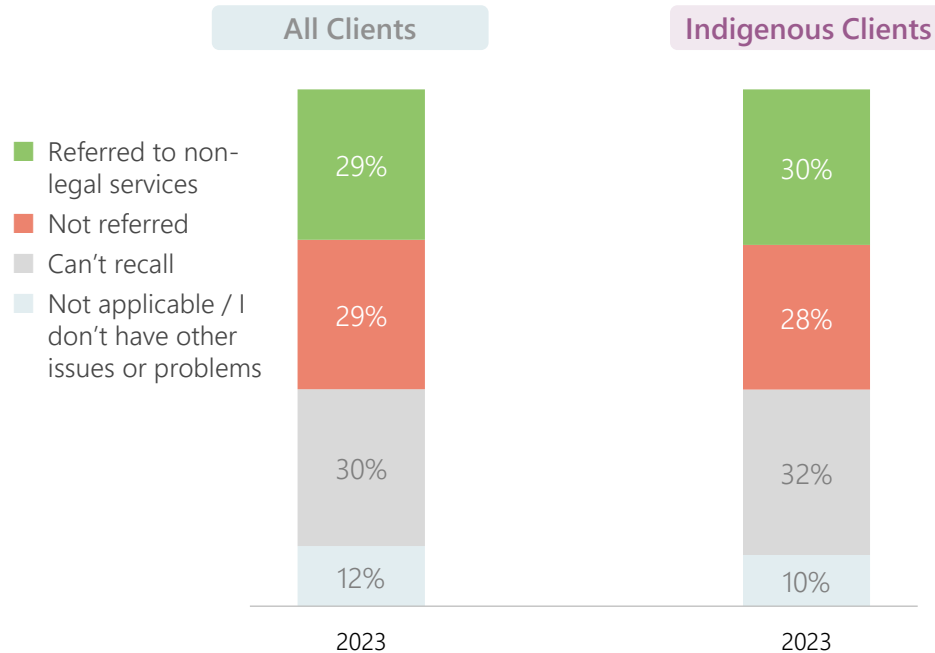
Referrals to Non-Legal Services

The majority of clients report that Legal Aid BC did not inform them about other non-legal services (such as online resources, other agencies, etc.) to help them address issues or problems that are related to their legal issue. Specifically, 29% say they did not receive a referral, while 30% cannot recall and 12% say this is not applicable to them. This leaves 29% who report receiving a referral to other non-legal services.

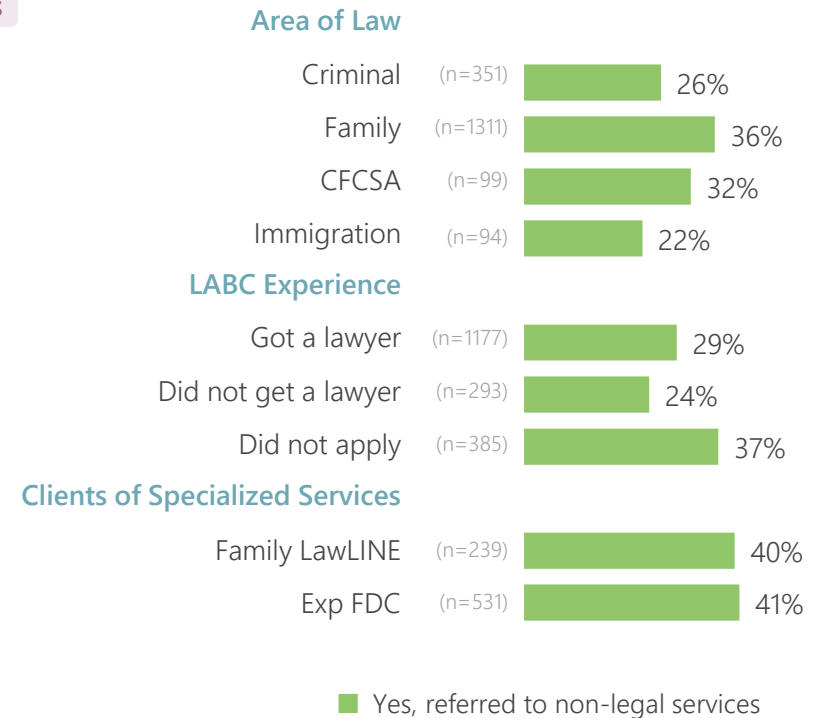
At 36%, Family law clients are the most likely to say they received a referral to other services; this proportion reaches 40% to 41% among Family LawLINE and expanded Family Duty Counsel clients. Clients who did not apply for a lawyer are also more likely to report being referred to other services.

Referrals to other non-legal services among Indigenous clients is the same as among all clients – almost equal proportions say they received such a referral, did not or that they cannot recall.

Referred to Other Non-Legal Services to Address Problems Related to Legal Issue



By Subgroup (2023)



Base: All clients 2023 (1855), Indigenous clients 2023 (183).

Q10. Did Legal Aid inform you about other non-legal services (such as online resources, other agencies, etc.) to address those issues or problems that may be related to your legal issue?

Usage of Non-Legal Services

Over one-half of clients who received a referral to non-legal services report that they actually used or accessed the service.

Usage of non-legal services is lower among criminal law clients (45%) versus all other areas of law (61%).

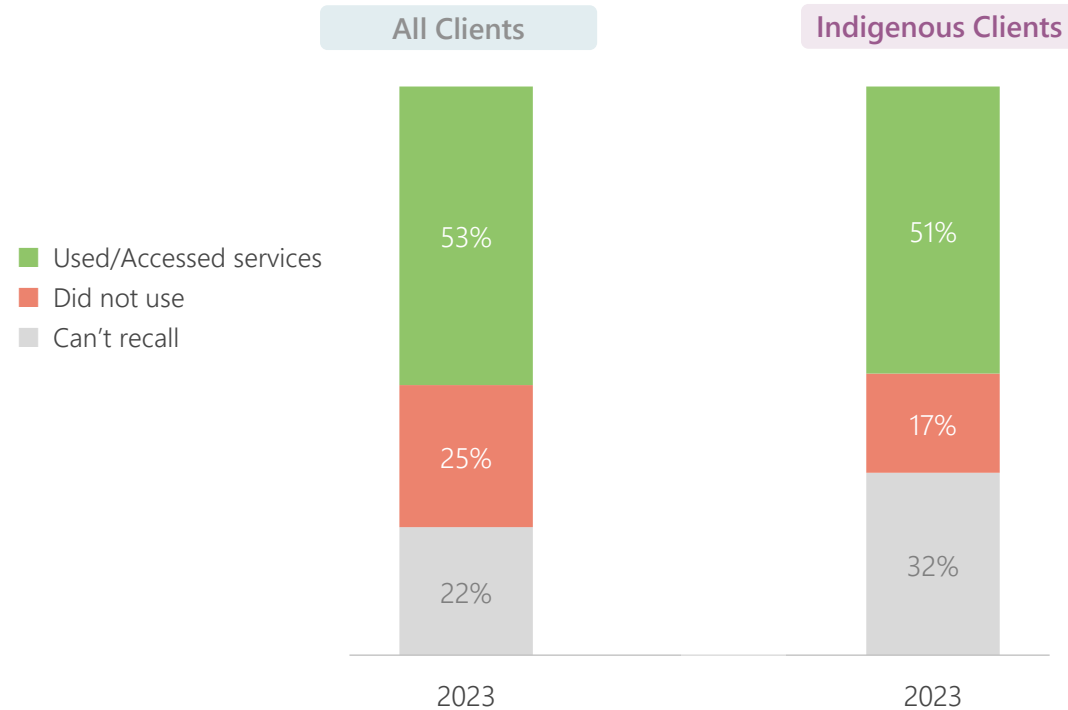
Conversely, usage of non-legal services higher among the following client groups:

- Those who have used Legal Aid in the past (54% among first time users, growing to 76% among those who have used Legal Aid four or more times)
- Younger and middle-aged clients (57% of those under 54 years of age versus 43% among those 55 and older)
- Women (58% versus 45% of men)

Usage of non-legal services among Indigenous clients also stands at one-half; however, those referred to these services are less likely to report not using them and more likely to say they cannot recall if they did.

Usage of Non-Legal Services Informed About

(among clients informed about non-legal services)



Base: all clients 2023 (629), Indigenous clients 2023 (59)
 Q11. Did you use or access any of the services that Legal Aid informed you about?

Helpfulness of Non-Legal Services

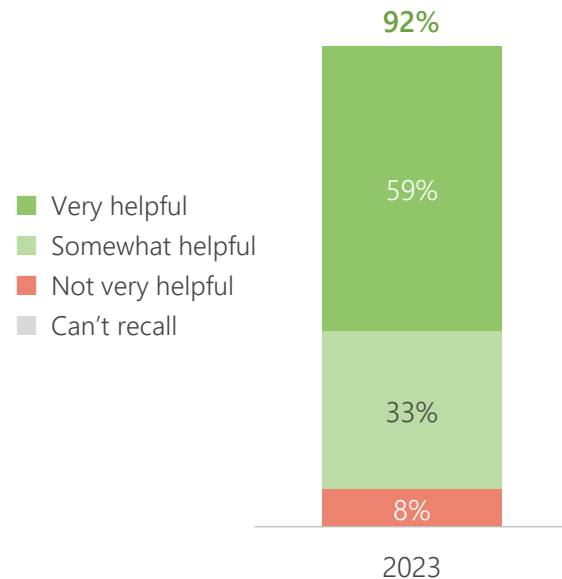
Most clients who are referred to non-legal services to help them deal with their problems related to their legal issue and who use/access the services find them helpful.

Clients who applied for, but did not receive a lawyer are the least apt to say the services were helpful. 55% of this group say they are helpful versus 92% overall.

The reasons given by clients who are referred to non-legal services but do not use them include that they are too overwhelmed with everything else, that they tried to but they weren't helpful, they were too busy and/or that they did not think it would be worth their time.

Helpfulness of Non-Legal Services Used

(among clients using/accessing services)



Note: Indigenous clients results not shown due to small base size (n=29)

***Likely under-represents the proportion who feel this way.*

Note: In 2018 and 2020, 89% of clients who used or accessed non-legal services found them to be helpful.

Base: among clients using/accessing services 2023 (381)

Q12. [IF YES] – And generally, how helpful were these services that you were referred to? / Q13. [IF NO] – Why didn't you use or access any of the services that Legal Aid informed you about? Select all that apply.

Barriers to Using Non-Legal Services

(among clients not using/accessing services)

	2023
Base	168
Too overwhelmed with everything else	19%
Tried to, but wasn't helpful	17%
Too busy	12%
Didn't think it would be worth the time/effort	12%
Too difficult to contact/reach	8%
Too difficult to get there	2%
Not needed (unaided)**	10%
Other	9%
No reason in particular	23%



SUMMARY OF FINDINGS

Legal Aid BC Websites & Online Resources

Regular and Reliable Internet Access

The large majority of clients report that they have regular and reliable access to the internet. Clients who identify as a gender other than a man or woman are the least likely to report having regular and reliable internet.

Among Indigenous clients, access to regular and reliable internet is also in the majority, but below that of all clients. Among Indigenous clients, internet access is relatively lower across the following client groups:

- Those aged 35 to 54 (71%)
- Men (75%)
- Criminal law (77%) and CFCSA law clients (75%) versus family law clients (94%).

Regular and Reliable Access to the Internet (among all clients)

Access to an internet connect for personal use that:

- Has sufficient speed and bandwidth
- You can use for a reasonable amount of time
- Is in a safe and relatively convenient place such as at home or at a friend's/relative's



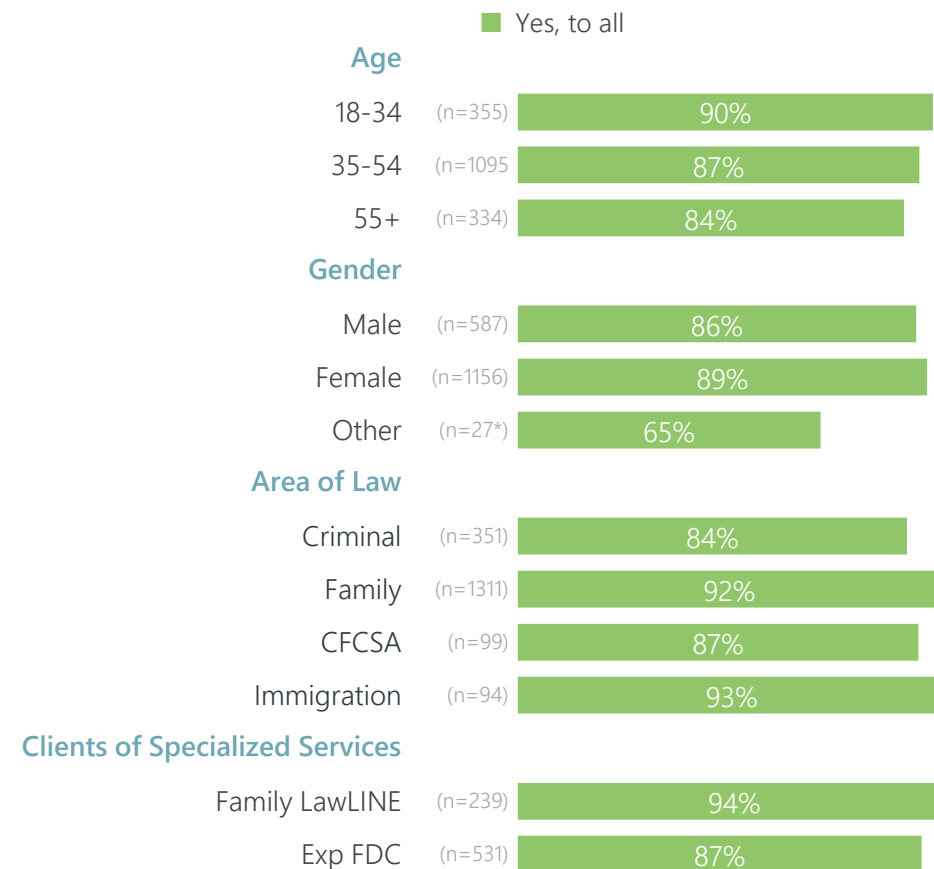
*Caution: small base size (n<50).

Note: in 2020 among all clients 75% said 'Yes, to all' and 16% said 'Yes, to some but not all'. Among Indigenous clients, 75% said 'Yes, to all' and 15% said 'yes, to some'. The 'yes, to some' response option was removed in 2023.

Base: All clients 2020 (1051), 2023 (1855), Indigenous clients 2020 (157), 2023 (183).

Q42. Do you currently have regular and reliable access to the internet on a phone, laptop, computer, or tablet?

By Subgroup (2023)



Barriers to Using the Internet

Clients who do not have regular and reliable internet access report their main barriers to using it are a preference for talking to someone in person, having a poor signal/slow internet, not wanting to enter personal information online and/or not having a computer, laptop, etc. These are generally the same reasons given by clients three year ago.

Among Indigenous clients without regular and reliable internet access, the top two barriers to usage are that they would rather talk to someone in person and/or that they do not own a computer, laptop, tablet or phone by which to access the internet.

Barriers to Using the Internet

(among clients without regular and reliable internet access)

	All Clients		Indigenous Clients	
	2020	2023	2020	2023
Base	232	198	33*	22*
I would rather talk to someone who could help me than read information on the internet	37%	39%	15%	49%
I don't have reliable internet / poor signal / not fast enough	26%	27%	28%	23%
I don't like entering my personal information online / information privacy concerns	25%	27%	44%	29%
I don't have a computer / laptop / tablet or phone	17%	27%	34%	39%
I find using computers / internet difficult	21%	23%	9%	20%
I don't have a safe / private place to use the internet	10%	15%	10%	14%
Takes too much time	10%	14%	20%	21%
Online websites / resources are not in my language / language issues	7%	8%	1%	7%
Other	9%	0%	12%	0%
No reason in particular	6%	10%	0%	0%

■ Top reasons

*Caution: small base size (n<50).

Q42b. Which are the following, if any, are barriers for you when it comes to using the internet? Select all that apply.

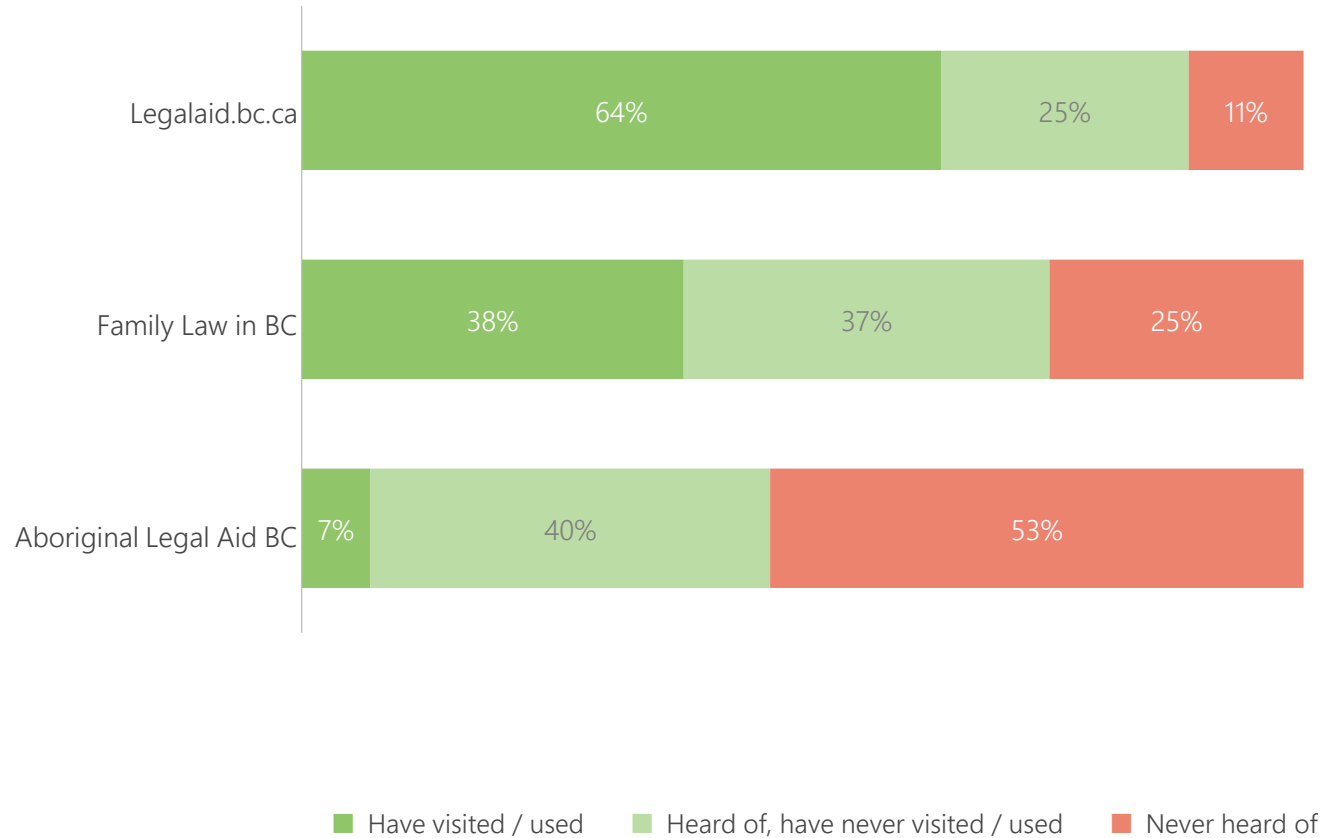
Reported Awareness and Usage of LABC Websites & Online Resources

Most clients report that they have at least heard of the legalaid.bc.ca website and two-thirds say they have used it. Usage is highest among family law clients, repeat Legal Aid clients (72% for both) and women (71%).

Compared to three years ago, more clients report that they have heard of the Family Law in BC website and more clients are using it (26% in 2020 report using it versus 38% currently). Among family law clients usage of this site stands at 64% and awareness at 86%. Clients who did not apply for a lawyer are also more likely to use this site (58% report doing so).

Just shy of one-half of clients say they have at least heard of the Aboriginal Legal Aid BC site, which is slightly more than in 2020.

Self-Reported Usage of Online Resources
(among all clients)



% have visited / used / heard of	
2023	2020
89%	N/A
75%	62%
47%	41%

Base (All Clients): 2020 (n=1051), 2023 (1855)

Q43. Legal Aid BC has several websites and online resources. Which of the following have you heard of and visited or used? Click on the question marks to get more information on the resources. 2020 question wording. Legal Aid BC currently has several websites and online resources. Which of the following have you heard of and visited or used?

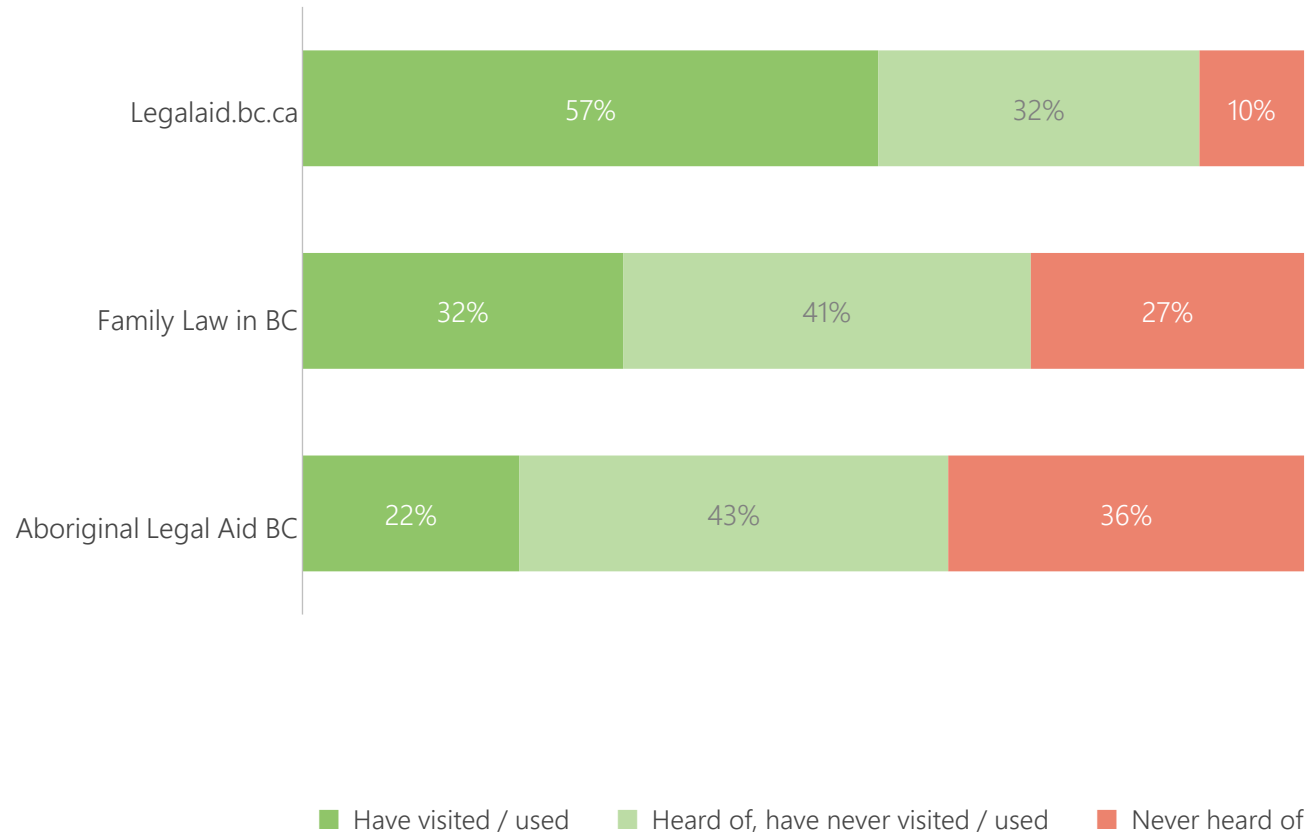
Reported Awareness and Usage of LABC Websites & Online Resources Indigenous Clients

Generally, Indigenous clients are just as likely as all Legal Aid BC clients to be aware of and have used the legalaid.bc.ca and Family Law in BC sites.

Understandably, their awareness and usage Aboriginal Legal Aid BC site is higher than other clients. Awareness of this site is consistent with 2020 and stands at 64% among Indigenous clients; however, 22% report using it which is nearly double what it was in 2020 (13%).

Usage of the Aboriginal Legal Aid BC site reaches a high of 29% among family law Indigenous clients to a low of 19% among Indigenous CFCSA clients.

Self-Reported Usage of Online Resources
(among Indigenous clients)



% have visited / used / heard of		
2023	2020	'23 all clients
90%	N/A	89%
73%	67%	75%
64%	62%	47%

Base (Indigenous clients): 2020 (n=157), 2023 (183)

Q43. Legal Aid BC has several websites and online resources. Which of the following have you heard of and visited or used? Click on the question marks to get more information on the resources.

Ease of Using and Understanding LABC's Websites and Online Resources

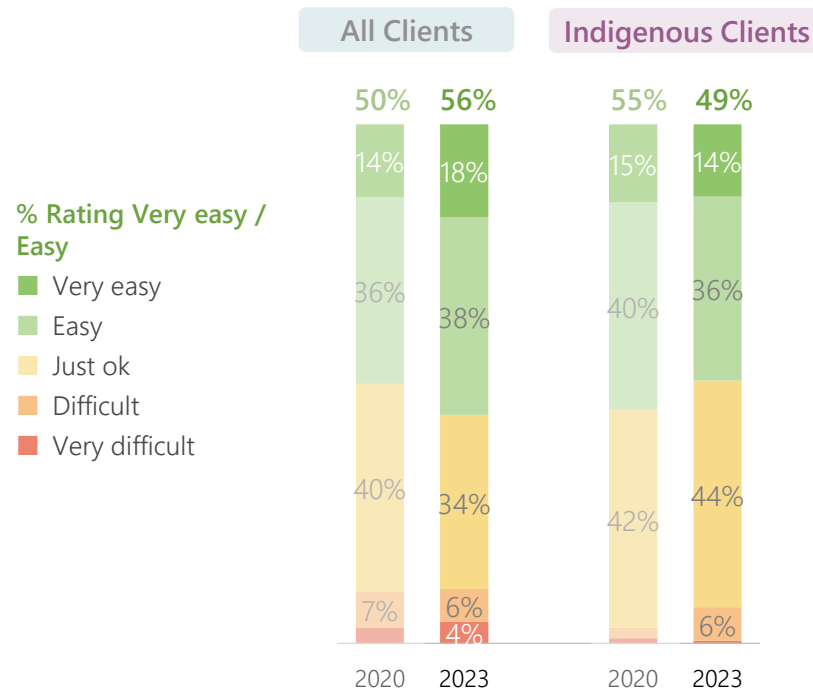
Legal Aid BC clients are more positive about the ease of using and understanding LABC websites and online resources compared to 2020.

Clients who find Legal Aid websites and online resources the easiest to use and understand are younger clients, criminal and immigration law clients and those who applied for and received a lawyer (60% to 63%).

Attitudes towards the ease of using and understanding Legal Aid's websites and online resources among Indigenous clients is largely unchanged from 2020 but are not as positive as among all clients.

Ease of Using/Understanding Online Resources

(among those who have visited and/or heard of at least one LABC website or online resource)



*Caution: small base size (n < 50).

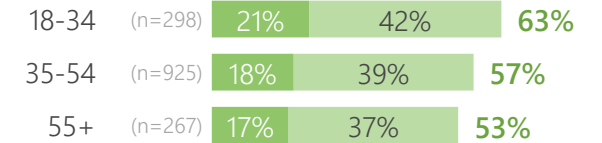
Base: All clients 2020 (734), 2023 (1539), Indigenous clients 2020 (116), 2023 (151)

Q44. Based on your own experiences, how easy or difficult is it to use and understand Legal Aid BC's websites and online resources?

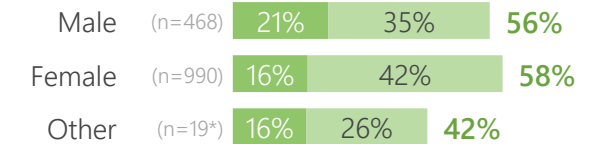
2020 question wording: Based on your own experiences, or what you may have seen or heard, generally, how easy or difficult is it to use and understand Legal Aid BC's websites and online resources?

By Subgroup (2023)

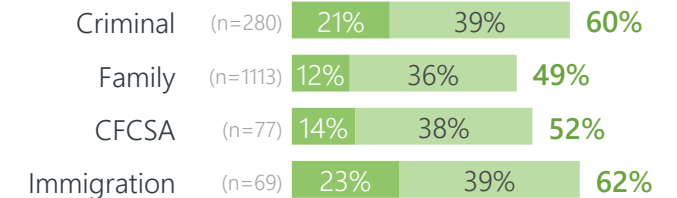
Age



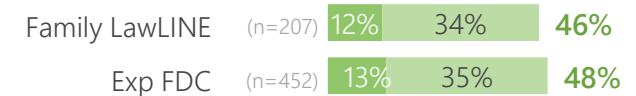
Gender



Area of Law



Clients of Specialized Services



Very easy Easy

Helpfulness of LABC Websites and Online Resources Overall

Compared to three years ago, directionally more users of Legal Aid websites and online resources feel they are at least somewhat helpful in resolving their legal issue.

Immigration law clients are extremely positive on this front, while those who applied for but did not receive a lawyer are not.

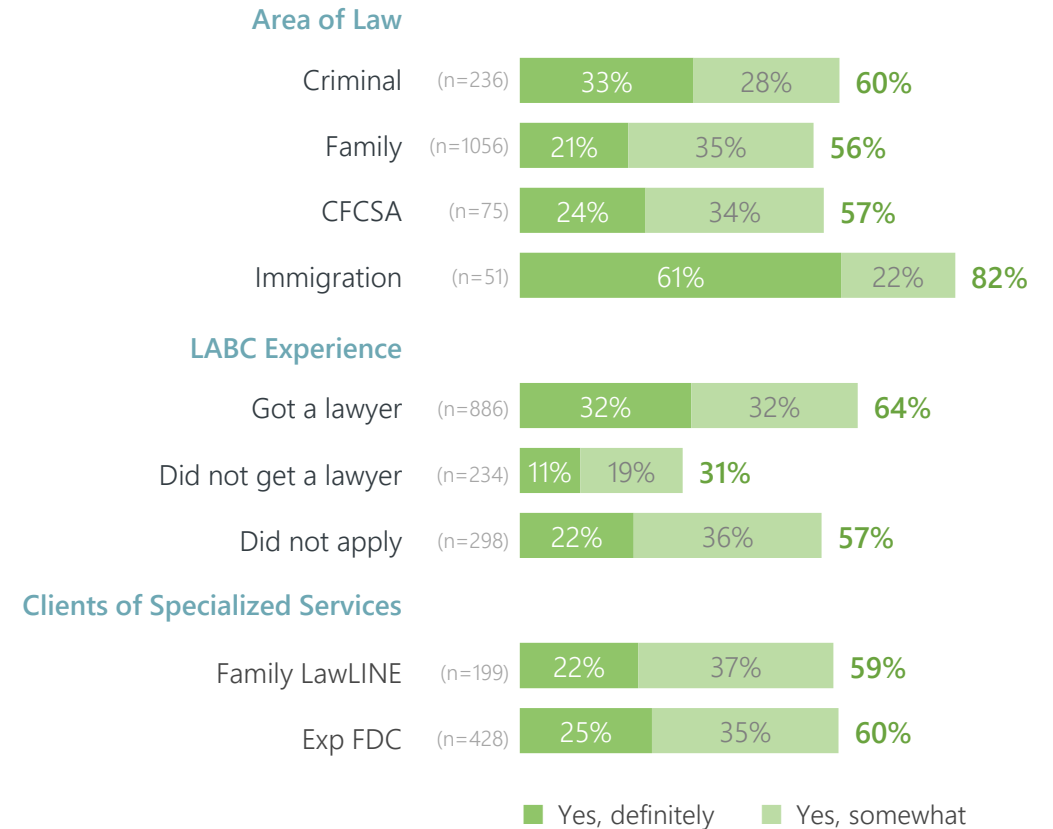
Among Indigenous client users of Legal Aid websites and online resources, not only are they less likely than all clients to feel they are at least somewhat helpful in resolving their legal issue, they are also less positive on this front than they were in 2020.

Consistent with 2020, Indigenous family law clients who have used Legal Aid online resources are the least positive about their helpfulness in resolving their legal issue.

Resource Helped Resolve Issue
(among client using an LABC website or online resource)



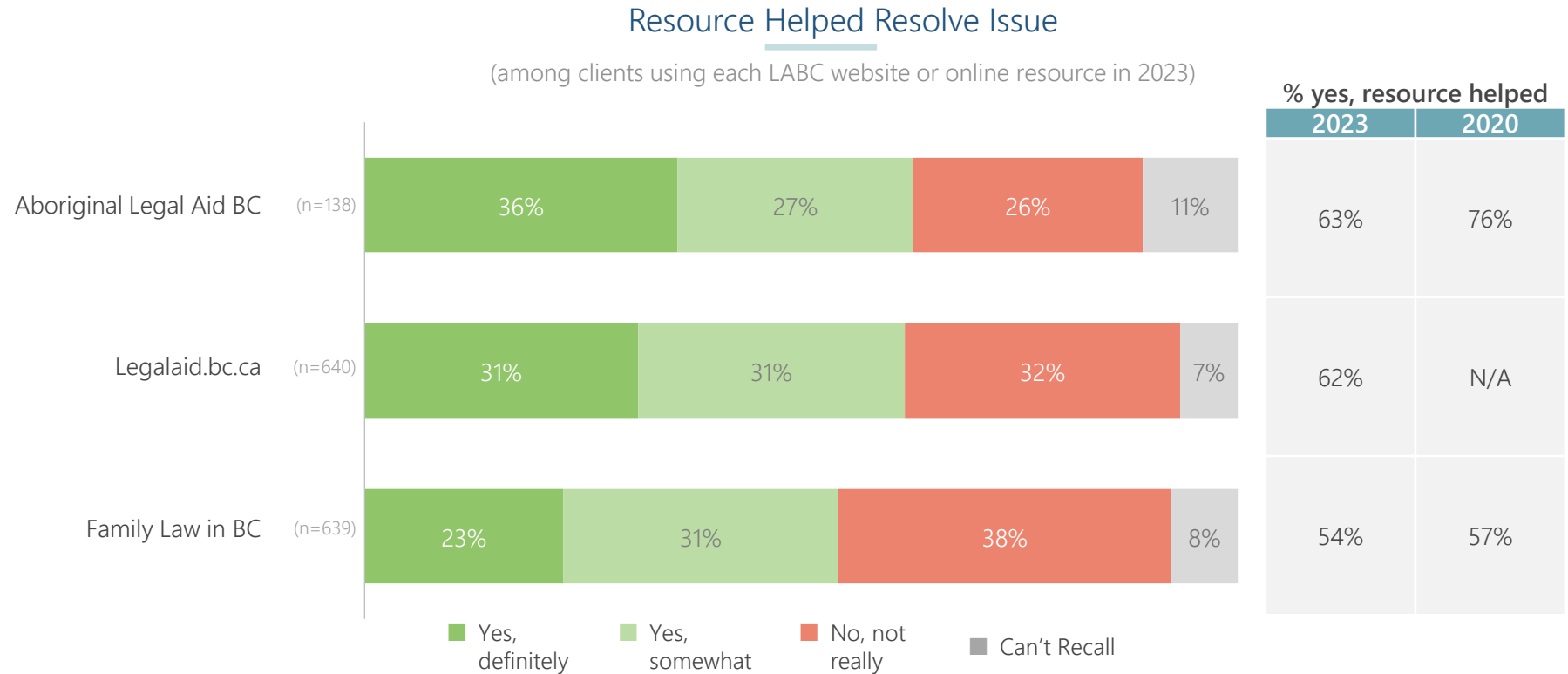
By Subgroup (2023)



Base: All clients 2020 (549), 2023 (1418), Indigenous clients 2020 (85), 2023 (133)
Q46. And thinking back to the time you visited/used [SITE/RESOURCE VISITED/USED], did it help you with resolving your legal issue?

Helpfulness of Specific LABC Websites and Online Resources

The majority of users of the various LABC websites and online resources generally agree that they helped in resolving their legal issues; however, compared to 2020, the Aboriginal Legal Aid BC website is not considered to be as helpful while the Family Law in BC site continues to draw the most divisive feedback.



Ways to Improve Helpfulness of LABC Websites and Online Resources

Users of Legal Aid BC websites and online resources who did not find them helpful in resolving their legal issue tend to say that they simply need more help understanding the law and their legal issue. This is consistent with 2020.

Also consistent with 2020 is that these users want an online chat function, less legal terms/simpler language and shorter forms/explanations. One-in-five also want to have assistance from staff to navigate the site.

Indigenous clients who have used the resources but did not find them to be helpful, tend to make the same suggestions. They are, however, more interested in an online chat function.

What Would have been Helpful when Visiting or Using LABC Websites and Online Resources

(among those who did not find resource helpful)

	All Clients		Indigenous Clients	
	2020	2023	2020	2023
Base	399	945	56	94
More help understanding the law/my legal issue	47%	47%	57%	51%
Online chat function	30%	30%	39%	41%
Less legal terms / simpler language	20%	26%	23%	31%
Shorter forms and/or explanations	19%	22%	20%	28%
Assistance from Legal Aid BC person to navigate the website	23%	20%	24%	19%
More use of video, audio, images, or interactive content	16%	17%	14%	7%
Content that better reflects my identity, culture or beliefs	8%	8%	29%	21%
Better / more / private access to a device	7%	6%	12%	14%
Content in my language	4%	4%	11%	1%
Nothing would have helped	17%	13%	9%	19%

Note: only showing main mentions

Q47. Which of the following would have been helpful when visiting/using [SITE/RESOURCE]? Select all that apply.

Ways to Improve Helpfulness of Specific LABC Websites and Online Resources

According to users who did not find them to be helpful, all three Legal Aid sites and resources would benefit from providing help to users to understand the law and their own legal issue. This could be provided via an online chat function which is also a suggestion made by the users of all three sites.

Users of the Aboriginal Legal Aid BC site also want help from a person at the organization to navigate the site, while users of the Family Law in BC site want to see less legal terms and/or simpler language.

What Would have been Helpful when Visiting or Using LABC Websites and Online Resources

(% selecting among those who did not find each resources helpful)

	Total 2023	By Site/Resource		
		Family Law in BC	Aboriginal Legal Aid BC	Legalaid.bc.ca
Base	945	468	68	408
More help understanding the law / my legal issue	47%	49%	46%	45%
Online chat function	30%	26%	35%	33%
Assistance from Legal Aid BC person to navigate the website	20%	18%	31%	19%
Less legal terms / simpler language	26%	33%	11%	23%
Shorter forms and/or explanations	22%	26%	16%	21%
More use of video, audio, images, or interactive content	17%	16%	10%	19%
Content that better reflects my identity, culture or beliefs	8%	5%	20%	8%
Better / more private access to a device	6%	4%	17%	6%
Content in my language	4%	3%	4%	5%
Nothing would have helped	13%	15%	15%	12%

■ Top mentions for each resource

*Caution: small base size (n<50). Note: only showing main mentions
Q47. Which of the following would have been helpful when visiting/using [SITE/RESOURCE]?

Reasons for Not Using LABC's Websites or Online Resources

Clients who are aware of Legal Aid BC online resources/websites but have not used them generally tend to say they have not had the need to or prefer speaking to someone on the phone.

Preferring to go to the office in person and being too busy are secondary reasons for non-use.

Indigenous clients who are non-users are especially likely to mention they were too busy to look into online resources/websites.

Reasons Have Never Visited/Used any LABC Websites or Online Resources

(among clients who have heard of at least one resource but have never used/visited any)

	All Clients		Indigenous Clients	
	2020	2023	2020	2023
Base	282	242	46*	32*
I didn't need to	23%	20%	41%	17%
Would rather speak on the phone/if they called me instead	11%	13%	6%	4%
Prefer to go in person/into the office	10%	7%	1%	7%
Too busy/did not have time to look into it	2%	6%	1%	12%
I didn't know about it	19%	5%	24%	4%
Nothing / no reason in particular / N/A	19%	17%	18%	12%

Note: only major mentions are shown.

*Caution: small base size (n < 50).

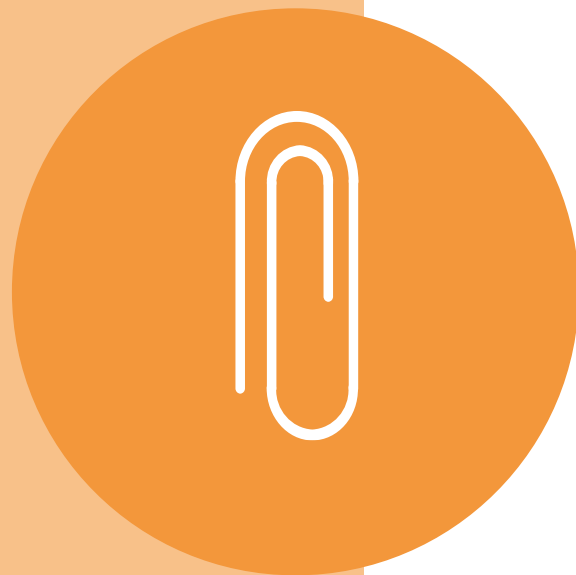
Q45. Why have you never visited/used any of Legal Aid BC's websites and/or online resources? [open end]



APPENDIX

Profile of Clients Participating in the Survey

This section contains self-reported data from the clients participating in this survey. Results cannot be reliably compared to LABC system-wide demographics due to the exclusion of several LABC client groups from the survey.



APPENDIX

Client Profile by Area of Law

Profile of Clients Participating in Survey

	All Clients		Indigenous Clients	
	2020	2023	2020	2023
Base	(n=1051)	(n=1855)	(n=157)	(n=183)
Case Status				
Case is completed	38%	43%	42%	43%
Case is pending	49%	39%	45%	38%
Case was dropped	8%	9%	9%	7%
Don't know	6%	9%	4%	12%
Actual/Expected Case Outcome				
Fully resolved	10%	15%	8%	15%
Partly resolved	9%	9%	7%	6%
Unresolved	12%	13%	8%	13%
Not guilty	22%	15%	16%	16%
Reduced sentence	6%	7%	11%	8%
Guilty	10%	7%	14%	9%
Other	17%	18%	24%	17%
Don't know	15%	16%	11%	16%
Number of Times Used LABC				
1 (First time)	42%	36%	43%	27%
2	16%	16%	16%	20%
3 – 5	9%	8%	6%	7%
6 – 10	2%	2%	0%	4%
11+	5%	5%	7%	8%
Can't recall	27%	32%	27%	33%

Profile of Clients Participating in Survey

	All Clients		Indigenous Clients	
	2020	2023	2020	2023
Base	(n=1051)	(n=1855)	(n=157)	(n=183)
Area of Law				
Criminal	62%	56%	71%	61%
Family	24%	27%	19%	15%
CFCSA	8%	13%	10%	24%
Immigration	6%	4%	0%	<1%
Client Type				
CIS / AOL	93%	81%	94%	83%
Family LawLINE	4%	10%	3%	4%
PLC	2%	4%	3%	11%
Exp FDC	0%	5%	0%	2%

Profile of Clients Participating in Survey

	All Clients		Indigenous Clients	
	2020	2023	2020	2023
Base	(n=1051)	(n=1855)	(n=157)	(n=183)
Gender Identity				
Man	53%	45%	43%	41%
Woman	45%	49%	54%	56%
Non-binary	<1%	1%	<1%	0%
Gender non-conforming	0%	<1%	0%	0%
Transgender	<1%	0%	0%	0%
Two spirited	1%	1%	3%	3%
Other / prefer not to say	1%	5%	0%	0%
Age				
18 – 24	8%	4%	15%	11%
25 – 34	21%	20%	26%	31%
35 – 44	31%	30%	31%	28%
45 – 54	21%	22%	17%	16%
55 – 64	11%	14%	8%	8%
65+	6%	5%	3%	2%
Prefer not to answer	2%	5%	0%	3%
Education				
No high school	2%	2%	4%	0%
Some high school	17%	15%	23%	29%
Graduated high school	29%	25%	34%	30%
Post high school education	49%	49%	35%	37%
Prefer not to answer	3%	10%	3%	3%

Profile of Clients Participating in Survey

	All Clients		Indigenous Clients	
	2020 (n=1051)	2023 (n=1855)	2020 (n=157)	2023 (n=183)
Base				
Area of Residence				
Vancouver/Sunshine Coast	20%	19%	9%	9%
Surrey/Fraser Valley	25%	22%	29%	19%
Rest of BC	51%	45%	59%	57%
Outside of BC / prefer not to say	4%	15%	3%	15%
Ethnic or Cultural Background*				
Canadian	64%	61%	41%	44%
Indigenous – First Nations	11%	11%	65%	73%
Indigenous – Metis	6%	5%	34%	30%
Indigenous – Inuit	1%	<1%	3%	1%
European	8%	11%	9%	7%
South Asian	4%	5%	0%	0%
African	4%	3%	1%	3%
Latin American (unaided)	n/a	2%	n/a	0%
Middle Eastern (unaided)	n/a	2%	n/a	0%
Chinese	3%	2%	2%	1%
Filipino	1%	2%	0%	0%
Southeast Asian	1%	1%	0%	1%
Korean	<1%	<1%	0%	0%
Japanese	<1%	<1%	<1%	<1%
Other	9%	1%	4%	0%
Prefer not to answer	4%	10%	0%	0%

*Clients could select multiple ethnic or cultural backgrounds



APPENDIX

Invite, Reminders & Questionnaire

Invite

From: labc@sentis.ca [Legal Aid BC & Sentis Research]
Subject: We Need Your Feedback!



We Need Your Feedback

Legal Aid BC would like your feedback about the help you got from our organization.

[Give Feedback](#)

Legal Aid provides the following services to people with low incomes:

- Advice services, such as **Duty Counsel** or **Family LawLINE**
- Information services, such as the Legal Aid BC website, Family Law in BC website, Legal Information Outreach Workers
- Representation by a **lawyer**

Legal Aid BC would like your feedback on any of the legal aid services you may have used or applied for.

Even if you applied for legal aid but did not qualify, your feedback is still very important and appreciated.

Your answers are voluntary, confidential, and anonymous. **To thank you for your time, all survey participants will be entered in a prize draw for a chance to win 1 of 5 \$100 supermarket gift cards.**

Legal Aid BC has commissioned Sentis Research, a professional research company, to help them collect this information. If you wish to verify this survey, please go to <https://legalaid.bc.ca/about/2023LABCClientSatisfactionSurvey>

Simply answer the question below to get started: **Overall, how would you rate Legal Aid at meeting your needs?**

- Excellent
- Very good
- Good
- Fair
- Poor
- Don't know

Need Assistance? Call Sentis Research toll-free at 1-855-958-3985 (Mon-Fri: 10:00am to 8:00pm, Sat: 11:00am to 5:00pm) and our staff would be pleased to help you. Thank you for participating.

Sincerely,
Legal Aid BC

Having trouble? Copy and paste the link below into your web browser: [\[SURVEY URL\]](#)
You can also email us at: labc@sentis.ca

Reminder 1 (sent April 11)

From: labc@sentis.ca [Legal Aid BC & Sentis Research]

Subject: Reminder: We Want to Hear From You!



There's Still Time to Share Your Feedback

[Start / Continue Survey](#)

There is still time to participate in the Legal Aid BC survey. The survey is open until **April 21, 2023**.

Legal Aid would like your feedback about the help you got from Legal Aid, which may include:

- Advice services, such as **Duty Counsel** or **Family LawLINE**
- Information services, such as the Legal Aid BC website, Family Law in BC website, Legal Information Outreach Workers
- Representation by a **lawyer**

Legal Aid BC would like your feedback on any of the legal aid services you may have used or applied for.

Even if you applied for legal aid but did not qualify, your feedback is still very important and appreciated.

Your answers are voluntary, confidential, and anonymous. By participating in this survey you will help legal aid ensure it is providing the best service to its clients.

To thank you for your time, all survey participants will be entered in a prize draw to win for a chance to win 1 of 5 \$100 supermarket gift cards.

It's really easy, simply click the button below to start or continue where you left off.

[Start / Continue](#)

Legal Aid BC has commissioned Sentis Research, a professional research company, to help them collect this information. If you wish to verify this survey, please go to <https://legalaid.bc.ca/about/2023LABCCClientSatisfactionSurvey>

Need Assistance? Call Sentis Research toll-free at 1-855-958-3985 (Mon-Fri: 10:00am to 8:00pm, Sat: 11:00am to 5:00pm) and our staff would be pleased to help you. Thank you for participating.

Thank you for participating.

Sincerely,
Legal Aid BC

Having trouble? Copy and paste the link below into your web browser: [\[SURVEY URL\]](#)

You can also email us at: labc@sentis.ca

Reminder 2 (sent April 18)

From: labc@sentis.ca [Legal Aid BC & Sentis Research]
Subject: Last Chance: We Want to Hear From You!



There's Still Time to Share Your Feedback

[Start / Continue Survey](#)

Please participate in Legal Aid BC survey. The survey is open until **April 21, 2023**.

Legal Aid would like your feedback about the help you got from Legal Aid, which may include:

- Advice services, such as **Duty Counsel** or **Family LawLINE**
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[Start / Continue](#)

Legal Aid BC has commissioned Sentis Research, a professional research company, to help them collect this information. If you wish to verify this survey, please go to <https://legalaid.bc.ca/about/2023LABCClientSatisfactionSurvey>

Need Assistance? Call Sentis Research toll-free at 1-855-958-3985 (Mon-Fri: 10:00am to 8:00pm, Sat: 11:00am to 5:00pm) and our staff would be pleased to help you. Thank you for participating.

Thank you for participating.

Sincerely,
Legal Aid BC

Having trouble? Copy and paste the link below into your web browser: [\[SURVEY URL\]](#)
You can also email us at: labc@sentis.ca

Overall Performance

(NOTE THAT Q4 ONLY SHOWS FOR THOSE WHO DID NOT ANSWER IT IN THE BODY OF THE EMAIL INVITATION)

4. Overall, how would you rate Legal Aid at meeting your needs?

- 5. Excellent
- 4. Very good
- 3. Good
- 2. Fair
- 1. Poor
- 98. Don't Know

4x (NEW) To what extent do you agree or disagree with the following statement?

Legal Aid made it easy for me to deal with my issues.

- 1 Strongly disagree
- 2 Disagree
- 3 Neither / neutral
- 4 Agree
- 5 Strongly agree
- 98. Don't know
- 99. Not applicable [SHOW ONLY FOR Q6b & Q6h]

6. How would you rate **Legal Aid in general** on the following? **RANDOMIZE**

- a. I was treated fairly
- b. I was informed of everything I needed to do to apply for a Legal Aid lawyer
- c. Legal Aid staff were knowledgeable and competent
- d. Legal Aid staff went the extra mile to make sure I got what I needed
IF RATING IN 6d IS 4 OR 5 ASK: 6d(i). In what way(s) did Legal Aid staff go the extra mile?
[FULLY OPTIONAL]
- e. I waited a reasonable amount of time on the phone and/or at the Legal Aid offices
- f. Legal Aid staff explained things in a way that I understood
- g. Legal Aid staff took the time to listen to me
- h. Legal Aid provided me with services that were appropriate for my cultural background and beliefs
- i. I was treated in an unbiased and non-discriminatory way

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 98. Don't know
- 99. Not applicable [SHOW ONLY FOR Q6b & Q6h]

Referrals to Other Services

ASK ALL

10. Did Legal Aid inform you about other non-legal services (such as online resources, other agencies, etc.) to address those issues or problems that may be related to your legal issue?
1. Yes
 2. No
 98. Can't Recall
 99. Not Applicable / I do not have other issues or problems

IF Q10=YES THEN ASK Q11

11. Did you use or access any of the services that Legal Aid informed you about?
1. Yes
 2. No
 98. Can't Recall

IF Q11=YES THEN ASK Q12

12. And generally, how helpful were these services that you were referred to?
3. Very helpful
 2. Somewhat helpful
 1. Not very helpful
 98. Can't Recall

IF Q11=NO THEN ASK Q13

13. Why didn't you use or access any of the services that Legal Aid informed you about? *Select all that apply* **RANDOMIZE**
1. Too difficult to get there (e.g. transit doesn't go (near) there, taxi too expensive)
 2. Too busy
 3. Too overwhelmed or stressed with everything else going on
 4. Didn't think it would be worth the time/effort
 5. Tried to, but wasn't helpful
 6. Too difficult to contact/reach
 96. Other (specify)
 97. No reason in particular
26. How would you rate the following statement? *I am satisfied with the level of support Legal Aid gave me so I could address the issues or problems related to my legal issues*
- 1 Strongly disagree
 - 2
 - 3
 - 4
 - 5 Strongly agree
 98. Don't know

Applying for Legal Aid

15. Typically, people can apply for Legal Aid in Legal Aid offices, some courthouses, and over the phone. If available, would you prefer to apply for Legal Aid online?

1. Yes
2. No
98. Don't know

IF RESP. FROM CIS LIST AND APPROVED FOR REPRESENTATION (att_1=1-& att_2=1), THEN DO NOT ASK Q14, GO TO Q16

14. Did you apply for a Legal Aid lawyer?

1. Yes
2. No [GO TO Q23](#)

ASK IF Q14=YES (CODE 1)

16. How would you rate Legal Aid on the following regarding the **application process**? [RANDOMIZE](#)

- a. It was easy to find out how to apply for Legal Aid
- b. It was easy to get to the office or to get someone on the phone line to apply for Legal Aid
- c. The application process was straightforward
- d. The requirements to get a Legal Aid lawyer are reasonable

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
98. Don't know

Legal Aid Representation

IF RESP. FROM CIS LIST OR IF RESP. FROM CIS LIST AND APPROVED FOR REPRESENTATION (att_CIS=1 & att_2=1), THEN DO NOT ASK Q17, GO TO Q18

17. Were you provided with a Legal Aid lawyer to represent you?

1. Yes
2. No [GO TO Q21](#)

18. Overall, do you feel you were well represented by your Legal Aid lawyer?

1. Yes
2. No

19. Why do you say that? [SEMI MANDATORY. SHOW ON SAME PAGE BELOW Q18](#)

20. How would you rate Legal Aid on the following? [RANDOMIZE](#)

- a. I was treated fairly by my lawyer
- b. I was informed of everything I needed to do to help my lawyer resolve my legal problem
- c. My lawyer went the extra mile to make sure I got what I needed
[IF RATING IN 20c IS 4 OR 5 ASK: 20c\(i\). In what way\(s\) did your lawyer go the extra mile?](#)

[\[SEMI MANDATORY\]](#)

- d. I was able to get in touch with my lawyer without difficulty
- e. My lawyer explained things in a way that I understood
- f. My lawyer took the time to listen to me

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
98. Don't know

[IF Q17=NO THEN ASK Q21 & Q22. OTHERWISE GO TO Q23](#)

21. Were you told why you did not qualify for a Legal Aid lawyer?

1. Yes
2. No
98. Don't know

22. Did Legal Aid staff suggest other services or agencies that might be able to help you with your legal issue?

1. Yes
2. No
98. Don't know

Expanded Family Duty Counsel / Family Lawline

INSERT LOGIC BASED ON LISTINGS – Exp FDC CLIENT OR NOT attribute 28 'LABC program=1

Duty Counsel are lawyers paid by Legal Aid who work at the courthouses or over the phone and online. They help people with family, immigration, and criminal law legal issues by providing free advice, information about court procedures and legal rights and helping fill out forms.

24. How would you rate your **experience with duty counsel** on the following? **RANDOMIZE**

- a. It was easy to find out how to get help from duty counsel
- b. I was treated fairly by duty counsel
- c. I was informed of everything I needed to do to work with duty counsel
- d. Duty counsel were knowledgeable and competent
- e. Duty counsel went the extra mile to make sure I got what I needed
- f. I waited a reasonable amount of time to speak to duty counsel
- g. Duty counsel explained things in a way that I understood
- h. Duty counsel took the time to listen to me

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 98. Don't know

ASK Q24b IF LAWLINE CLIENT (attribute 28 'LABC program' = FAM LL)

24b. How would you rate your **experience with the Family Lawline service**? **RANDOMIZE**

- a. It was easy to find out how to get help from the Family Lawline
- b. I was treated fairly by the Family Lawline
- c. I was informed of everything I needed to do to work with the Family Lawline
- d. The Family Lawline staff and lawyer(s) were knowledgeable and competent
- e. The Family Lawline staff and lawyer(s) went the extra mile to make sure I got what I needed
- f. I waited a reasonable amount of time to speak to the Family Lawline staff and lawyer(s)
- g. The Family Lawline staff and lawyer(s) explained things in a way that I understood
- h. The Family Lawline staff and lawyer(s) took the time to listen to me

- 1 Strongly disagree
- 2
- 3
- 4
- 5 Strongly agree
- 98. Don't know

Legal Aid Access

26X. How would you rate the ability to access Legal Aid services?

- 5. Very easy
- 4. Easy
- 3. Just OK
- 2. Difficult
- 1. Very difficult
- 98. Don't know / Not applicable

ASK 26Y IF 26X=DIFFICULT OR VERY DIFFICULT

26Y. What has made it difficult to access Legal Aid services? *Select all that apply* **RANDOMIZE**

- 6. No phone / voice call minutes
- 7. No internet access
- 8. Available in-person hours conflict with my schedule
- 9. Available call centre hours conflict with my schedule
- 96. Other (specify)
- 98. Don't Know

Case Outcomes

27 Is your case completed, is it still pending, or did you drop the case?

1. Completed
2. Pending
3. Dropped
99. Don't know

28 Which of the following best describes the result or expected result of your case? *Select only one*

IF TYPE OF LAW IS CRIMINAL (att_3=3) SHOW CODES 1-3, 96 AND 98. ALL OTHERS SHOW CODES 4-6, 96 AND 98.

1. Not guilty
2. Reduced sentence
3. Guilty

4. Fully resolved
5. Partly resolved
6. Unresolved

96. Other (specify)
98. Don't know

Digital Equity

42. Do you currently have regular and reliable access to the Internet on a phone, laptop, computer, or tablet?

By regular and reliable, we mean having access to an internet connection for personal use that:

- Has sufficient speed and bandwidth
- You can use for a reasonable amount of time
- Is in a safe and relatively convenient place such as at home or at a friend's/relative's

1. Yes, to all
3. No
98. Don't know

ASK Q42b IF Q42=NO OR DON'T KNOW (Q42=3 OR 98)

42b. Which of the following, if any, are barriers for you when it comes to using the Internet? *Select all that apply*) **RANDOMIZE**

- 1. I don't have reliable Internet / poor signal / not fast enough
- 2. I don't have a computer / laptop / tablet or phone
- 3. I don't have a safe / private place to use the Internet
- 5. I find using computers / Internet difficult
- 6. I would rather talk to someone who could help me than read information on the Internet
- 7. Online websites / resources are not in my language / language issues
- 8. I don't like entering my personal information online / information privacy concerns
- 9. Takes too much time
- 96. Other (specify)
- 99. No reason in particular

43. Legal Aid BC has several websites and online resources. Which of the following have you heard of and visited or used? *Click on the question marks to get more information on the resources.* **RANDOMIZE**

	1. Have visited/used	2. Heard of, but never visited/used	3. Never heard of
a. Family Law in BC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Aboriginal Legal Aid BC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Legalaids.bc.ca	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SHOW TOOLTIP: Family Law in BC - this site has a LiveHelp chat function

ASK Q44 IF VISITED/USED &/OR HEARD OF AT LEAST ONE SITE/RESOURCE IN Q43 (ANY OF Q43A, B OR H=1 OR 2):

44. Based on your own experiences, how easy or difficult is it to use and understand Legal Aid BC's websites and online resources?

- 1. Very easy
- 2. Easy
- 3. Just ok
- 4. Difficult
- 5. Very difficult
- 98. Don't know

ASK Q45 IF HEARD OF AT LEAST 1 SITE/RESOURCE IN Q43 BUT NOT VISITED/USED ANY AND HAVE INTERNET ACCESS (IF AT LEAST ONE OF Q43A, B OR H=2 & NONE OF Q43A, B OR H=1 & Q42=1):

45. Why have you never visited/used any of Legal Aid BC's websites and/or online resources? **SEMI MANDATORY**

ASK Q46 IF VISITED/USED AT LEAST ONE SITE/RESOURCE IN Q43 (ANY OF Q43A, B OR H=1):

46. And thinking back to the time you visited/used [USE LEAST-FILL LOGIC TO RANDOMLY CHOSE 1 SITE/RESOURCE VISITED/USED IN Q43], did it help you with resolving your legal issue?
1. Yes – definitely
 2. Yes – somewhat
 3. No – not really
 98. Can't recall

ASK Q47 IF Q46 = YES SOMEWHAT OR NO-NOT REALLY (Q46=2 OR 3):

47. Which of the following would have been helpful when visiting/using [SITE/RESOURCE EVALUATED IN Q46]? *Select all that apply.* **RANDOMIZE**
1. Shorter forms and/or explanations
 2. Less legal terms / simpler language
 3. Assistance from Legal Aid BC person to navigate the website
 4. Online chat function
 5. Better / more / private access to a device
 6. Content in my language
 7. Content that better reflects my identity, culture or beliefs
 8. More use of video, audio, images, or interactive content
 9. More help understanding the law/my legal issue
 96. Other (specify)
 97. Nothing would have helped

Wrap Up

33. How many times have you ever used any Legal Aid services?

_____ times [SET LIMIT FROM 1-20]

1. Over 20 times

98. Can't recall

34. Into which of the following ranges does your age fall?

1. 18-24

2. 25-34

3. 35-44

4. 45-54

5. 55-64

6. 65+

99. Prefer not to say

35. How do you identify?

4. Gender non-conforming

1. Man

3 Non-binary

6. Two-spirit

2. Woman

7. Other (specify)

99. Prefer not to say

36. In what area do you currently live?

1. Metro Vancouver (not Surrey)/Sunshine Coast

2. Surrey/Fraser Valley

3. Rest of BC

4. Outside of BC

99. Prefer not to say

37. What is the highest level of education you have completed?

1. No high school

2. Some high school

3. Graduated high school

4. Post high school education

99. Prefer not to say

38. To help us understand the diverse population of clients that legal aid serves, which of the following best describes your ethnic or cultural background? *Select all that apply*

- 5. African
- 1. Canadian
- 3. Chinese
- 2. European
- 10. Filipino
- 9. Indigenous - First Nations (please specify the Nation) **OPTIONAL**
- 11. Indigenous – Inuit
- 12. Indigenous – Métis
- 7. Japanese
- 6. Korean
- 4. South Asian (including East Indian, Pakistani, Sri Lankan)
- 8. Southeast Asian (including Vietnamese, Thai, Indonesian)
- 96. Another ethnic or cultural background (specify)
- 99. Prefer not to answer

IF Q6h=1-3 ASK Q39:

39. Earlier you did not agree that Legal Aid provided you with services that were appropriate for your identity, and/or your cultural background and beliefs. Which culture(s) and/or belief(s) do you feel Legal Aid needs to better address

97. None/Not applicable

IF RESPONSE GIVEN TO Q39 ASK Q39B (SHOWN ON SAME SCREEN)

39b. What suggestions, if any, do you have for Legal Aid to better address your identity and/or this culture and/or belief?

97. None/No suggestions

ASK ALL

40. Those are all our questions. Thank you very much for completing our survey. Can you provide your name and a telephone number or an email address to be entered in the prize draw for a chance to win 1 of 5 \$100 supermarket gift cards?

Name: _____

Telephone or Email: _____

98. No thanks, not interested.

41. Lastly, Legal Aid BC may be conducting some follow-up interviews with clients to talk a little more about some of the topics discussed in the survey. Can we contact you in the future? If you are selected and participate, you will receive an incentive as a thank-you for your time.

Would you be OK with us possibly contacting you at that time to see if you want to participate?

1. Yes And can you confirm your name and the best phone number to reach you at for this purpose?

Name: _____

Telephone: _____

1. Same contact info provided for the prize draw **DO NOT SHOW IF Q40=99**

2. No, do not contact me

Thank you very much for completing our survey.