

Measuring our impact: client surveys

Our work aims to improve the wellbeing of our communities. When asked if the help from RLC made the following issues better, no difference or worse:*



75% reported better knowledge of the law and legal system



30% indicated it improved their family wellbeing



67% reported better stress levels



25% reported increased safety



53% reported a better sense of control over their own life



24% had improved housing



36% indicated we helped them improve their financial situation



14% had an improved employment situation



30% indicated their physical health was improved



35% said that without the help from RLC their situation would be worse overall

“I was in awe at their level of diligence and commitment to their clients ... I honestly do not know what I would have done without you. If only more people like you existed, our world would have been a better place.

— Client survey, 2021*

“RLC is an extraordinary model for what a CLC can achieve. Love the innovation while maintaining solid base in a community practice.”

“RLC are an important life line for people. Your assistance was really appreciated and helped resolve my issue with a positive outcome for me. RLC are the best legal service in Australia and I know lawyers take so much pride in having the opportunity to work there. As they should.”

— Impact survey, 2021. **

* Clients received a survey within one week of advice and again three months later. Responses are from clients surveyed three months after their initial advice.

** 362 Impact survey participants referred one or more clients to us.