



IMPACT EVALUATION KEY FINDINGS



"I probably would have gone back to my ex. That's what happened before... **If we went back to him the kids will be exposed to violence, and I will die.**"

"To be honest I probably would have **killed** myself."

"I probably would have been overseas now and **had the AFP after me.** My son is an Australian citizen and I'm just a resident."

Women's Legal Service Queensland (WLS) has a prevention and early intervention impact
Here's what clients told us

"**When the pressure got too much,** I wanted to end my life...You would have a higher suicide rate in women if there wasn't these services [like WLS]."

"**I would have given up.** I guess the abuse would continue. If I didn't get that help from them, I don't know what would have happened. Maybe depressed and to the verge of hurting myself."

After accessing WLS services of 251 clients surveyed...

81% felt better able to make decisions to make themselves or family members safer

90% felt WLS helped them understand how to deal with their legal problem and provided them with options

94% felt comfortable to tell staff all details about their situation

In-depth interviews with ten clients from diverse cultures, circumstances and abilities suggest that WLS services have a **powerful, often life changing impact for women** —including improved safety, reduced stress, and improved confidence, choice and control in their lives and, in some cases, their finances.

8 / 10

Women interviewed and surveyed... agreed that accessing a women's only space was important to them ... this finding is consistent with available literature about the value of women's only services, user choice and control

There is evidence to suggest that WLS provides a safety net for women who cannot get help elsewhere. In 2018-19, 53% of clients did not have access to, or choose to access, Legal Aid support (in some cases due to the perpetrator already accessing that service – sometimes a deliberate tactic to restrict the help available for women).

In 2018-19 Women's Legal Service provided around

30,000

services to women
A third of whom reported imminent safety risks for themselves or their child.

Based on client interviews, client surveys, service provider interviews, data analysis and document analysis it was found:

✓ Client satisfaction is very high (there is evidence suggesting it's higher compared with other CLC's).

✓ More women are receiving help since WLS introduced a triaged Helpline and increased its legal volunteer pool, with data showing:

- a 650% increase in the number of calls answered in 2018-19 (almost 10,000 calls) as compared with 2015
- a 20% increase in advices by legal volunteers since 2017-18.

✓ WLS is a trusted service, receiving most referrals through word of mouth or expert domestic and family violence services.

In 2018-19...



Over half of clients had little or no income (56% reported a government pension and 6% no income)



Most services were provided to vulnerable groups of women at rates well above the Queensland population share of the same groups (see Charts 1, 2 & 3)

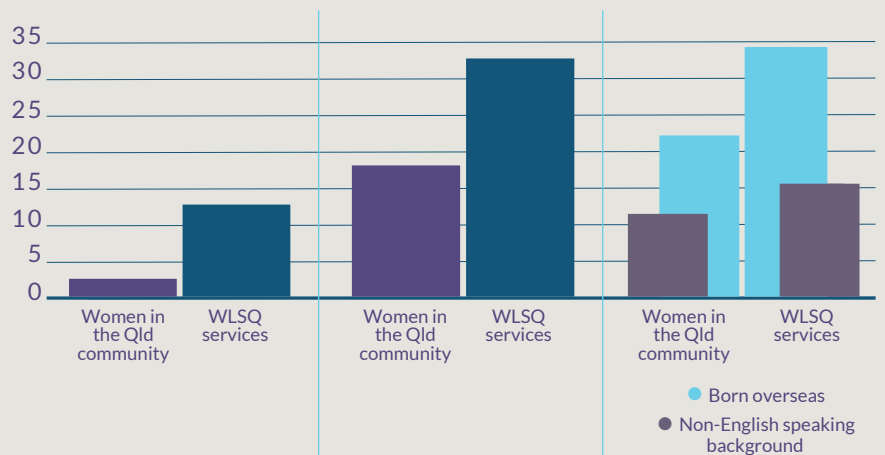


Chart 1:
Percentage of services to women who are homeless 2018-2019 (Source: WLSQ program data and ABS Census 2016)

Chart 2:
Percentage of services to women with a disability 2018 - 2019 (Source: WLSQ data and ABS Survey of Disability, Ageing and Carers 2015)

Chart 3:
Percentage of services to women from a non-english speaking background and women born in another country 2018-2019 (Source: WLSQ program data and ABS Census 2016)