

Questionnaire for Non-governmental Organisations

Enumerator no.: E ____

Sample no. : ____

1. Is your organisation providing legal or related services to members of the public?

(Please "tick" all that apply)

- (1) ☐ Yes, legal services (services provided by lawyers)
Please briefly describe the service: _____
- (2) ☐ Yes, community legal education (e.g. seminars, talks and training)
Please briefly describe the service: _____
- (3) ☐ Yes, mediation services
Please briefly describe the service: _____
- (4) ☐ Yes, other services directly related to legal issues
(i.e. referrals to lawyers on matters related to legal issues, assistance provided to apply for legal aid, etc.)
Please briefly describe the service: _____
- (5) ☐ No. The reasons for not providing any legal or related services to the public are: _____

End of Questionnaire for NGO providing no legal or related services.

2. What is the number of clients PER MONTH served by legal or related services provided by your organisation in the past six months (in 2005)? (More than one choice may be chosen)

- | | | <u>Estimated number served per month</u> |
|-----|--|--|
| (1) | ☐ Legal services | |
| (a) | ☐ Legal Advice Scheme of the Duty Lawyer Service | = _____ persons served by phone |
| (b) | ☐ Free legal advice scheme operated by organisation | = _____ persons served by phone |
| | | = _____ persons served face-to-face |
| (c) | ☐ Non-free legal advice scheme operated by organisation
(fee charged per session: _____) | = _____ persons served by phone |
| | | = _____ persons served face-to-face |
| (d) | ☐ Others, please specify: _____ | = _____ persons served |
| (2) | ☐ Community legal education | |
| (a) | ☐ Seminars and talks
(Number of activities held : _____) | = _____ persons participated |
| (b) | ☐ Legal education training
(Number of training programmes organised: _____) | = _____ persons participated |
| (c) | ☐ Others, please specify: _____ | = _____ persons participated |
| (3) | ☐ Mediation services | |

- (a) ☐ Free mediation service = _____ persons served
 (b) ☐ Non-free mediation service = _____ persons served
 (Fee charged per case = _____)

- (4) ☐ Other legal related services (as stated in Question 2(1)(d) above)
 (a) ☐ _____ = _____ persons served
 (b) ☐ _____ = _____ persons served

3. Please advise the average time taken in the past six months (in 2005) to handle one client's request for service.

- (1) ☐ For face-to-face legal services, the average time taken for one client is: _____
 (2) ☐ For legal services provided over the telephone, the average time taken to serve one client is: _____
 (3) ☐ For mediation service, the average time taken to serve one client is: _____

4. Please advise the average waiting time for service by your clients.

Average waiting time	Legal services	Mediation services
No waiting time	☐	☐
Less than 1 week	☐	☐
1-4 weeks	☐	☐
1-2 months	☐	☐
2-3 months	☐	☐
More than 3 months	☐	☐
No such service provided	☐	☐

5. Please advise the districts served by legal or mediation services of your organisation.

- (1) ☐ For legal services, the district(s) served is _____
 (2) ☐ For mediation service, the district(s) served is _____

6. Has your organisation turned away requests for legal or mediation services in the past six months (in 2005)?

- (1) ☐ Yes. Please provide the following information:
 (3) The main reasons were (please "tick" all that apply):
 (a) ☐ Not sufficient staff resources to handle the requests
 (b) ☐ Not within the types of services provided
 (c) ☐ Other reasons, please specify: _____
 (2) ☐ No

7. What are the types of legal or related services provided by your organisation in the past six months (in 2005)?

Type of service	Estimated number of clients served PER MONTH in the past 6 month (in 2005)		
	Legal	Mediation	Other legal related
Human rights			
Insolvency and bankruptcy			
Wills and probate			
Matrimonial and family			
Discrimination			
Defamation			
Employment			
Immigration			
Personal injuries			
Professional negligence			
Consumer services			
Landlord and tenant			
Land and property			
Building management			
Others, please specify: _____			

8. From your experience, through what channels do your clients come to your organisation for legal or mediation service? (please “tick” all that apply)

- ☐ After seeing your organisation’s advertisements in the mass media (e.g. newspapers)
- ☐ After seeing your organisation’s promotional leaflets
(e.g. those placed in counters of government departments and other non-profit-making organisations)
- ☐ After attending seminars given by staff of your organisations
- ☐ After visiting Internet website of your organisation
- ☐ After receiving other services provided by your organisation (e.g. counselling service)
- ☐ Recommendations of friends
- ☐ Referrals by other non-profit-making organisations
- ☐ Referrals by government departments
- ☐ Walk-in
- ☐ Others, please specify: _____

9. Does your organisation have any plan to expand legal or mediation services provided by your organisation?

(1) ☐ Yes, please briefly describe the plan:

(2) ☐ No. The reasons are:

10. How many staff and/ or volunteers are involved in the provision of legal or mediation services to the public in 2005?

	Paid staff			Volunteers		
	Full-time	Part-time		Full-time	Part-time	
	Number	Number	Full-time equivalent*	Number	Number	Full-time equivalent*
Lawyers						
Mediators						
Social workers (excluding mediators)						
Other staff (please specify _____)						

*Full-time equivalent = 40 hours per week

11. Please advise the channel(s) through which you recruit volunteer lawyers.

(please "tick" all that apply)

- ☐ Personal friends of staff of organisation
- ☐ Referrals by Law Society/ Bar Association
- ☐ Referrals by existing volunteers
- ☐ Open recruitment through advertisements or other publicity measures
- ☐ Internet website
- ☐ Others, please specify: _____

12. Please advise the amount of resources used in recruiting volunteer lawyers in the past six months (in 2005).

- (1) ☐ No volunteer lawyer was recruited
- (2) ☐ Amount of resources used in recruiting volunteer lawyers: \$ _____

13. What measures you have taken to promote legal or mediation services provided by your organisation in the past six months (in 2005)? (Please "tick" all that apply)

- ☐ Advertisements
- ☐ Promotional leaflets
- ☐ Seminars
- ☐ Internet website
- ☐ Publicity through other welfare organisations
- ☐ Others, please specify: _____

14. In your experience, what are the reasons that your clients come to your organisation for legal or mediation services? (Please "tick" all that apply)

- ☐ Our service is free
- ☐ Waiting time for our service is short
- ☐ Our service is able to meet the needs of clients
- ☐ Our organisation can provide other related services (e.g. counselling) to the clients
- ☐ Others, please specify: _____

15. Please advise the amount of expenditure devoted to the provision of legal or mediation services by your organisation in 2005 and your planned budget for 2006.

	2005 (estimated)	2006 (projected)
Legal services	\$	\$
Mediation services	\$	\$
Total	\$	\$

16. Please advise the sources of funding for expenses incurred in the provision of legal or mediation services by your organisation in 2005 and your projection for 2006.

(please give the percentage by funding sources below)

Sources of funding	2005 (estimated) (%)	2006 (projected) (%)
Government		
Hong Kong Jockey Club		
Community Chest		
Own organisation		
Fees paid by clients		
Others, please specify:		
Total	100%	100%

17. Please give below any views you may have on the balance between demand for and supply of legal services in Hong Kong.

Name of Organisation: _____

Name of officer completing the questionnaire: _____ **Tel:** _____

Date: _____

———— End of Questionnaire ————