

Annex A. Annotated Model Core Legal Needs Survey Questions

Figure A.1. Model problem identification question

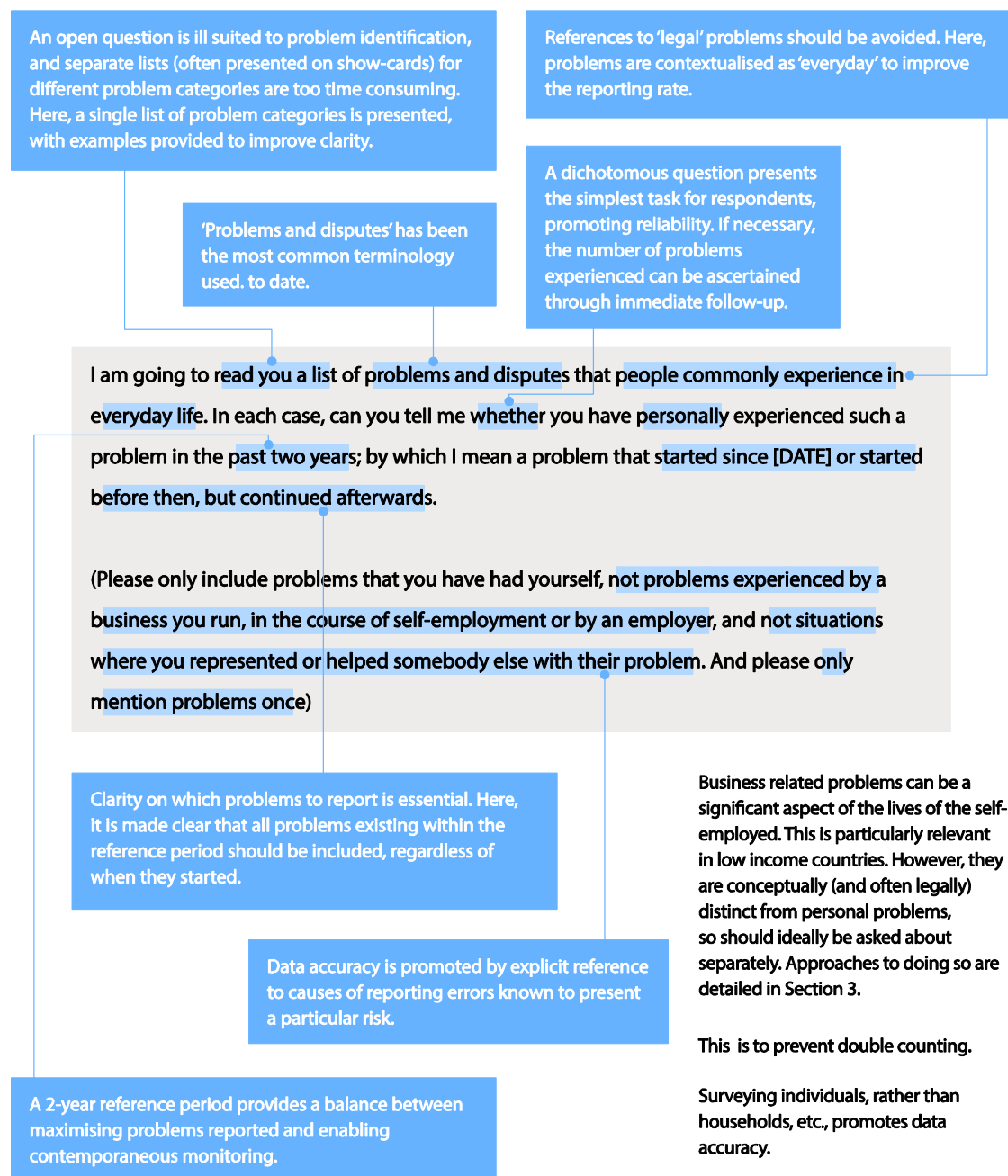


Figure A.2. Model problem seriousness question

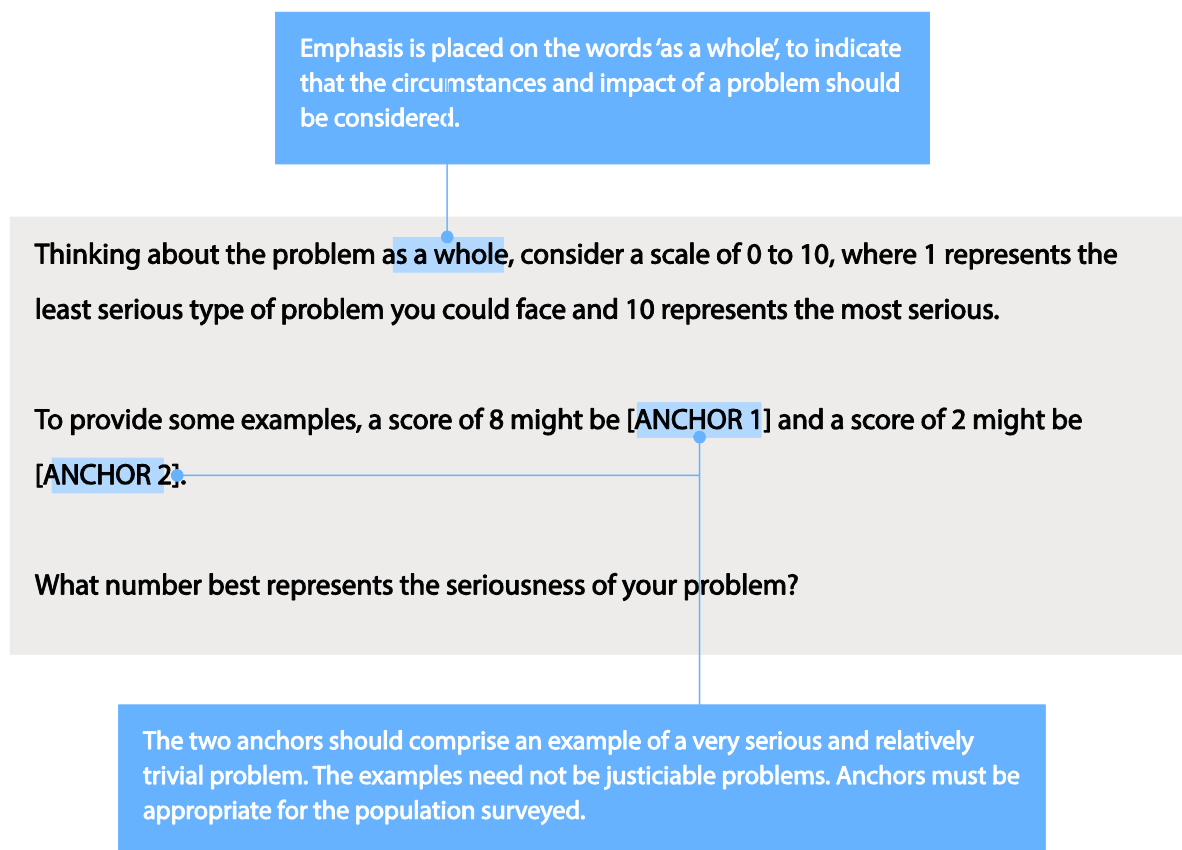


Figure A.3. Model problem impact question

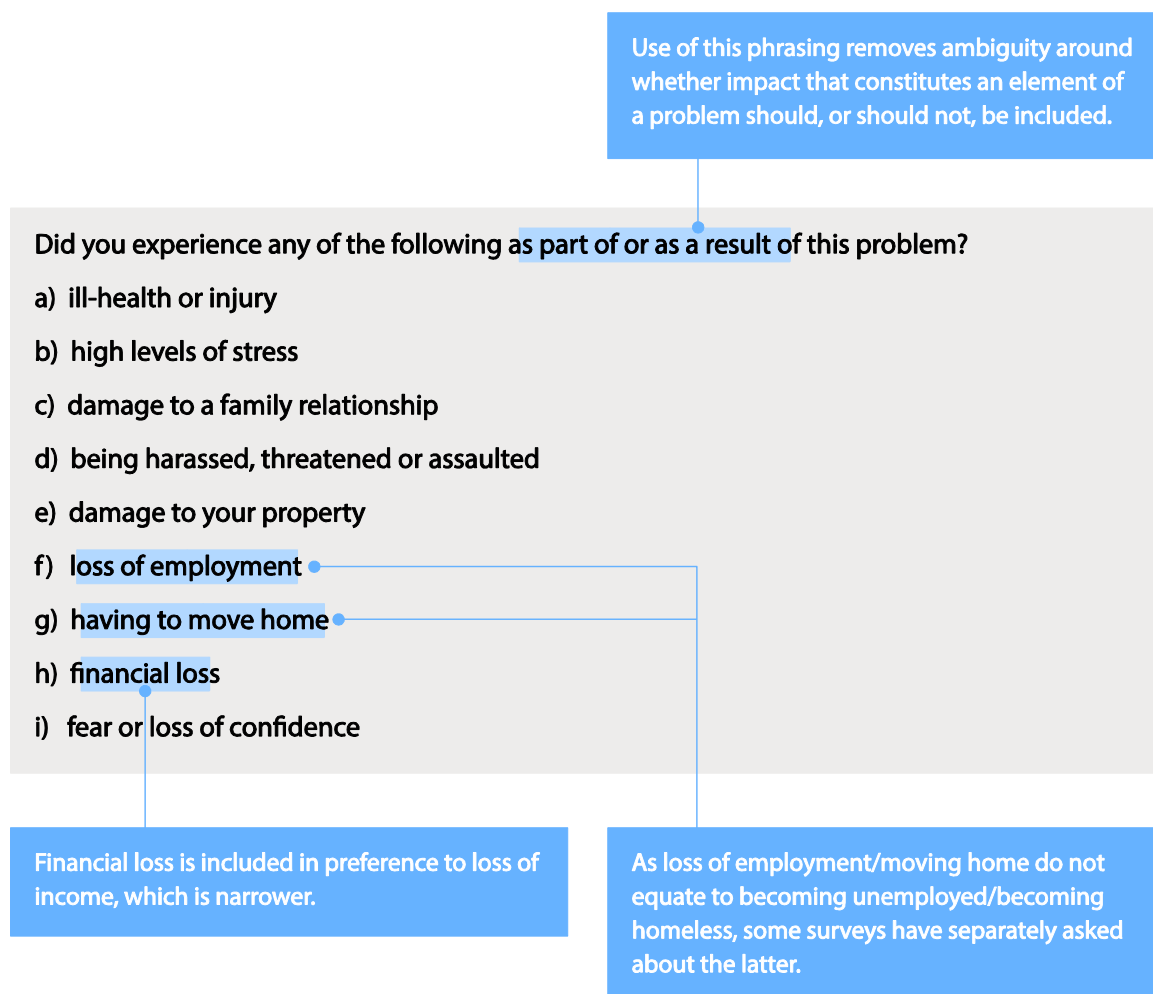


Figure A.4. Model media information question

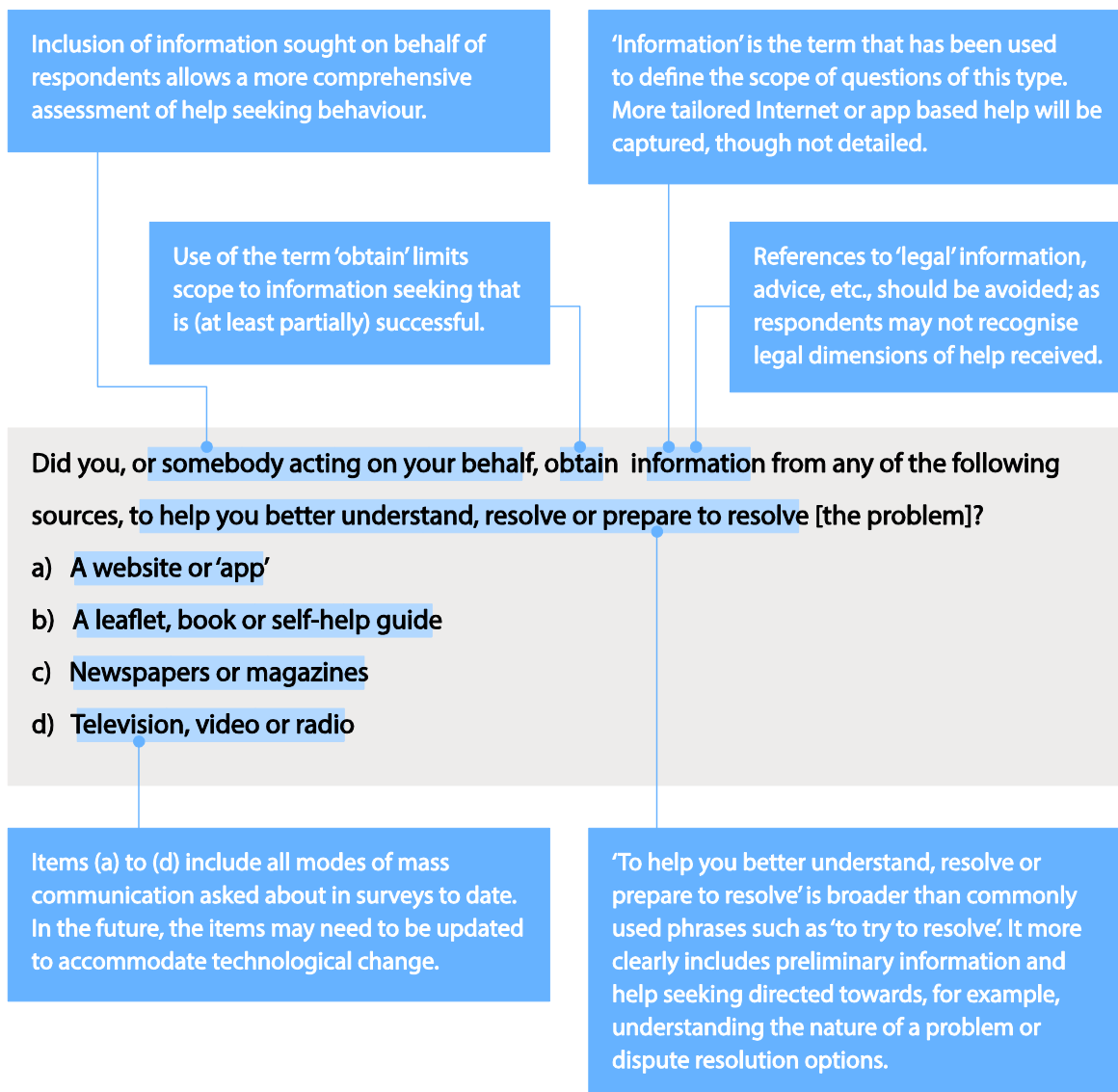


Figure A.5. Model sources of help question

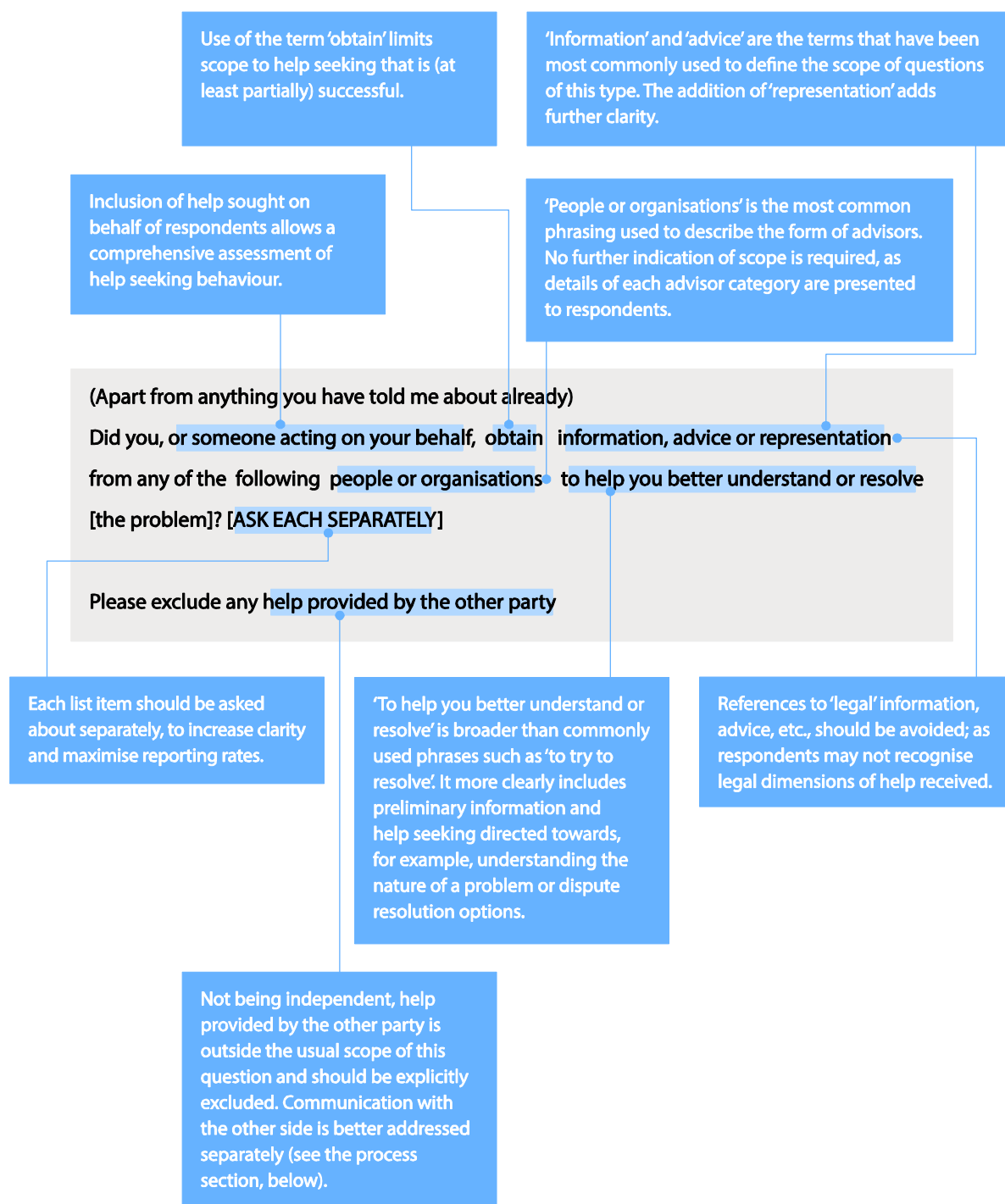
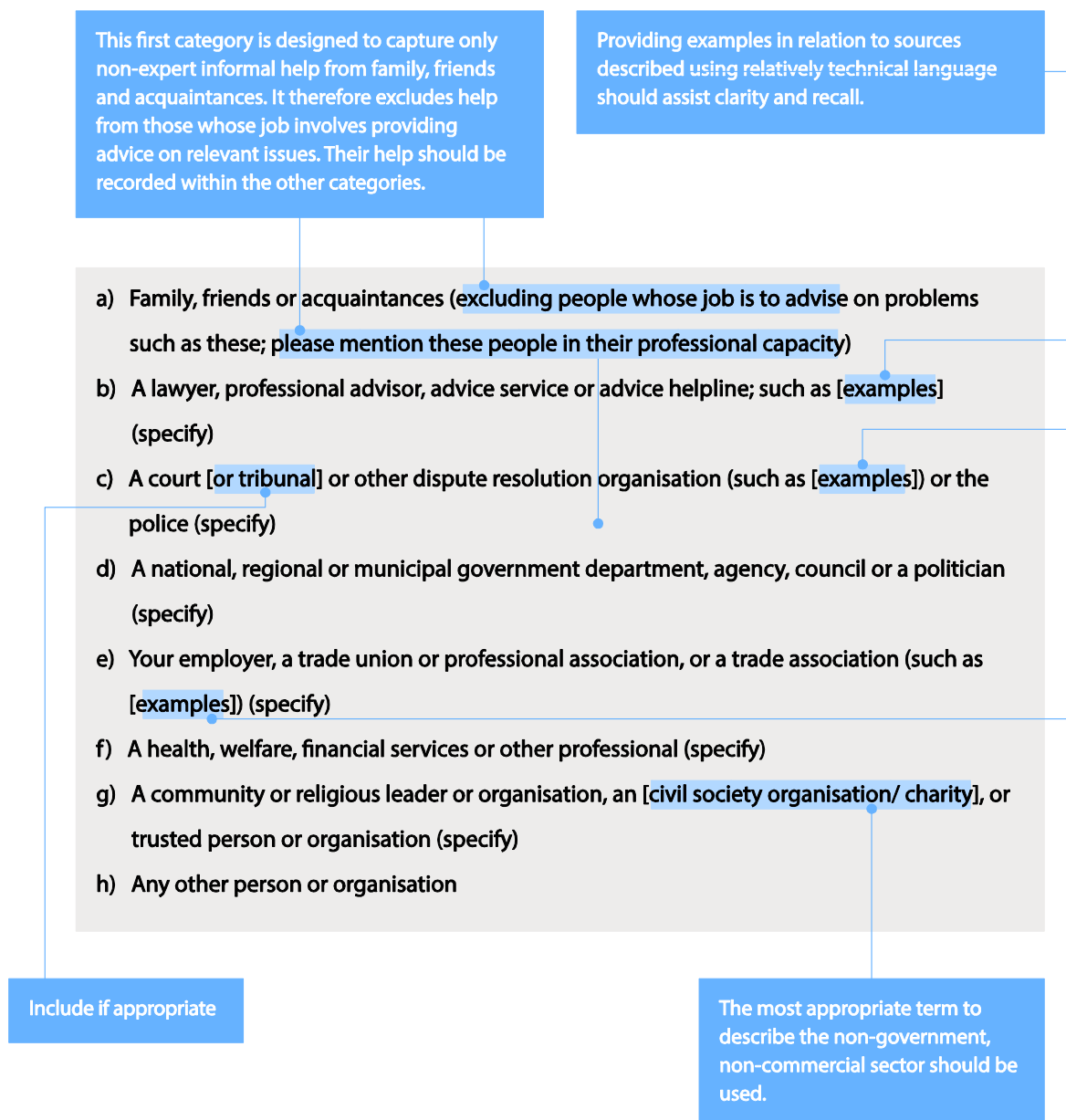


Figure A.6. Model list of sources of help



Box A.1. Model process question

(Apart from anything you have told me about already) Did any of the following things happen as part of [the problem] or sorting it out? When I say “you” here, I mean you or somebody acting on your behalf.

- a) You communicated with the other party.
- b) You or the other party made a claim to, or made use of, a court (or tribunal).
- c) [If applicable] You or the other party made a claim to, or made use of, an [Indigenous/ customary] dispute resolution process (e.g. [examples]).
- d) [The problem] was reported to the police (or other prosecution authority).
- e) You or the other party turned to, or action was taken by, a formal designated authority. or agency, such as [examples, e.g. Ombudsman, regulator (e.g. [example]) or enforcement authority (e.g. consumer protection authority)].
- f) You or the other party turned to, or action was taken by, another state authority (e.g. [examples]).
- g) You or the other party turned to, or action was taken by, a religious authority.
- h) You or the other party turned to, or action was taken by, a community leader or organisation (e.g. [example]).
- i) You participated in formal mediation, conciliation or arbitration (e.g. [examples]).
- j) You or the other party made use of a formal appeals process operated by the other party or independently.
- k) You, the other party or somebody else turned to, or action was taken by, another third party for adjudication, mediation or intervention.
- l) There was no negotiation or third party involvement.

[For each positive response from a to k]

Who initiated this action?

[If the respondent did not initiate processes b to h or j and k]

Did you respond to this action?

Figure A.7. Model residual activity question

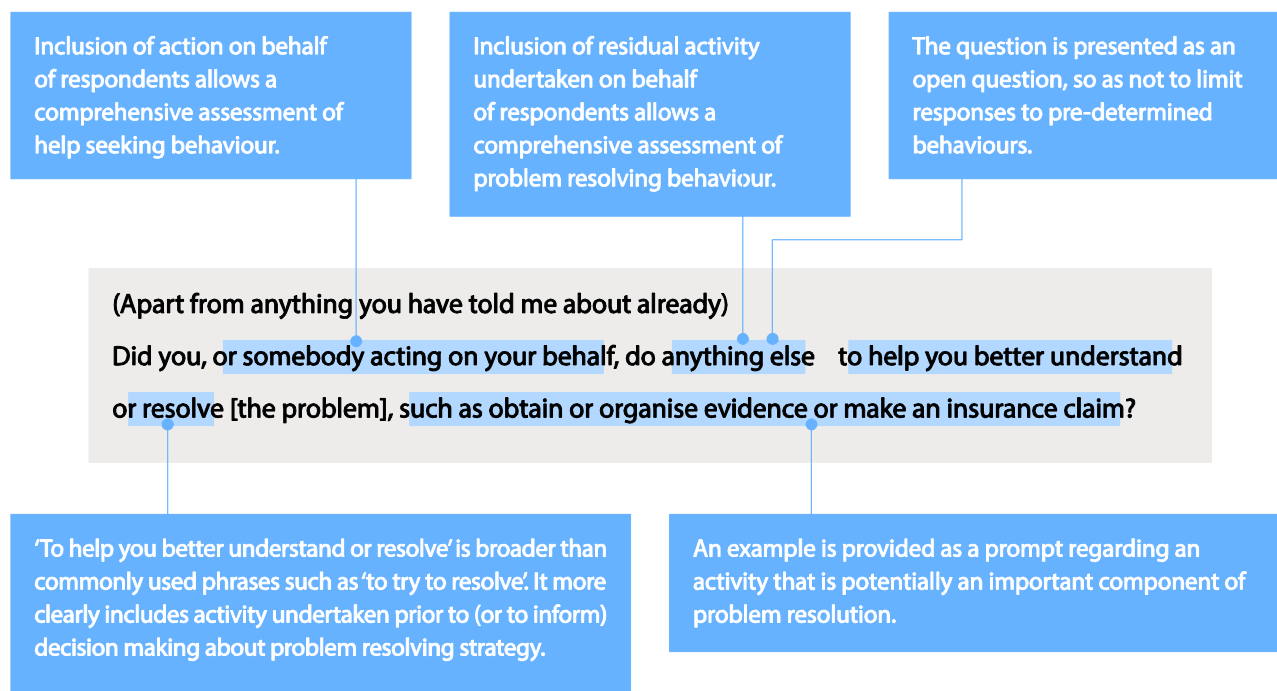


Figure A.8. Model fact of outcome question

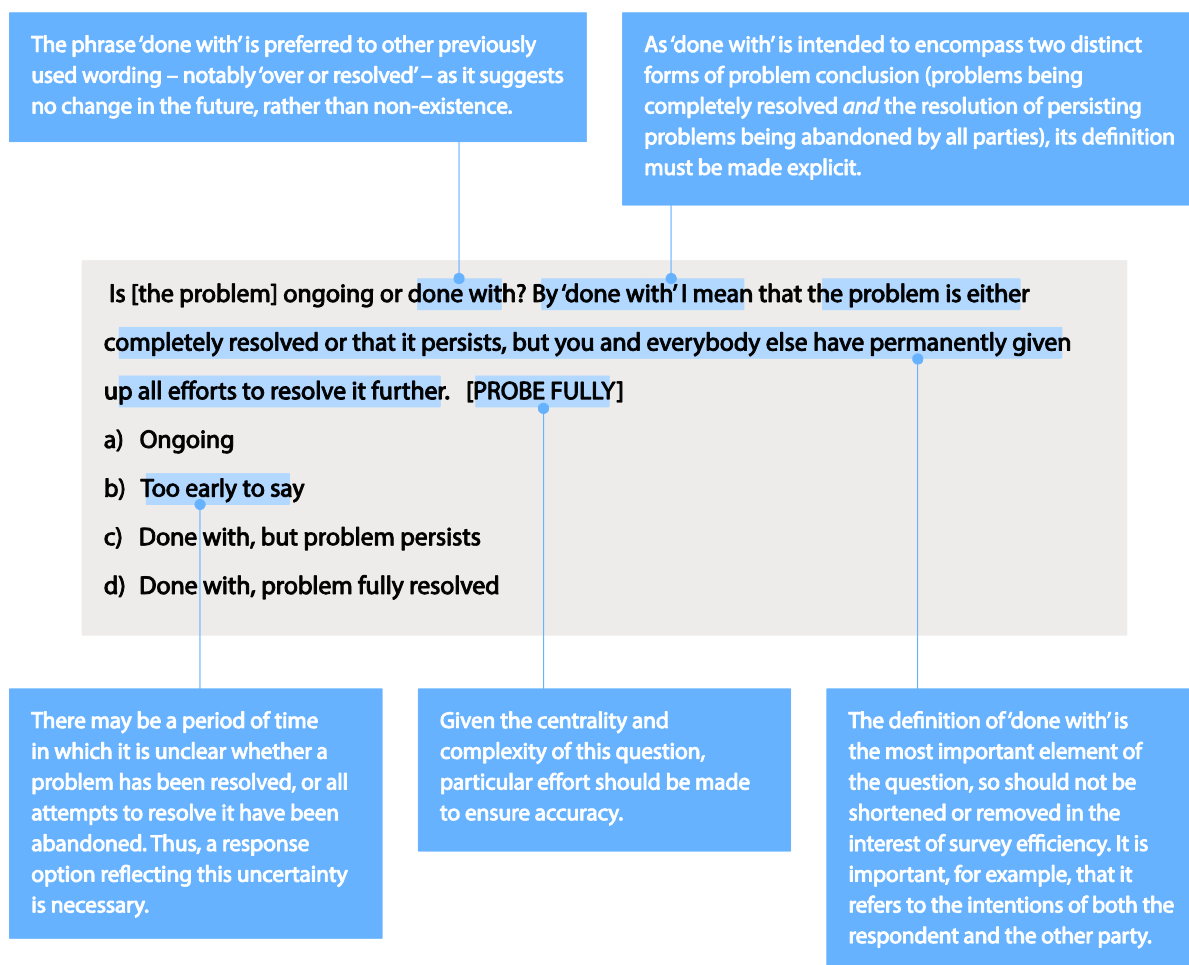


Figure A.9. Model manner of outcome question

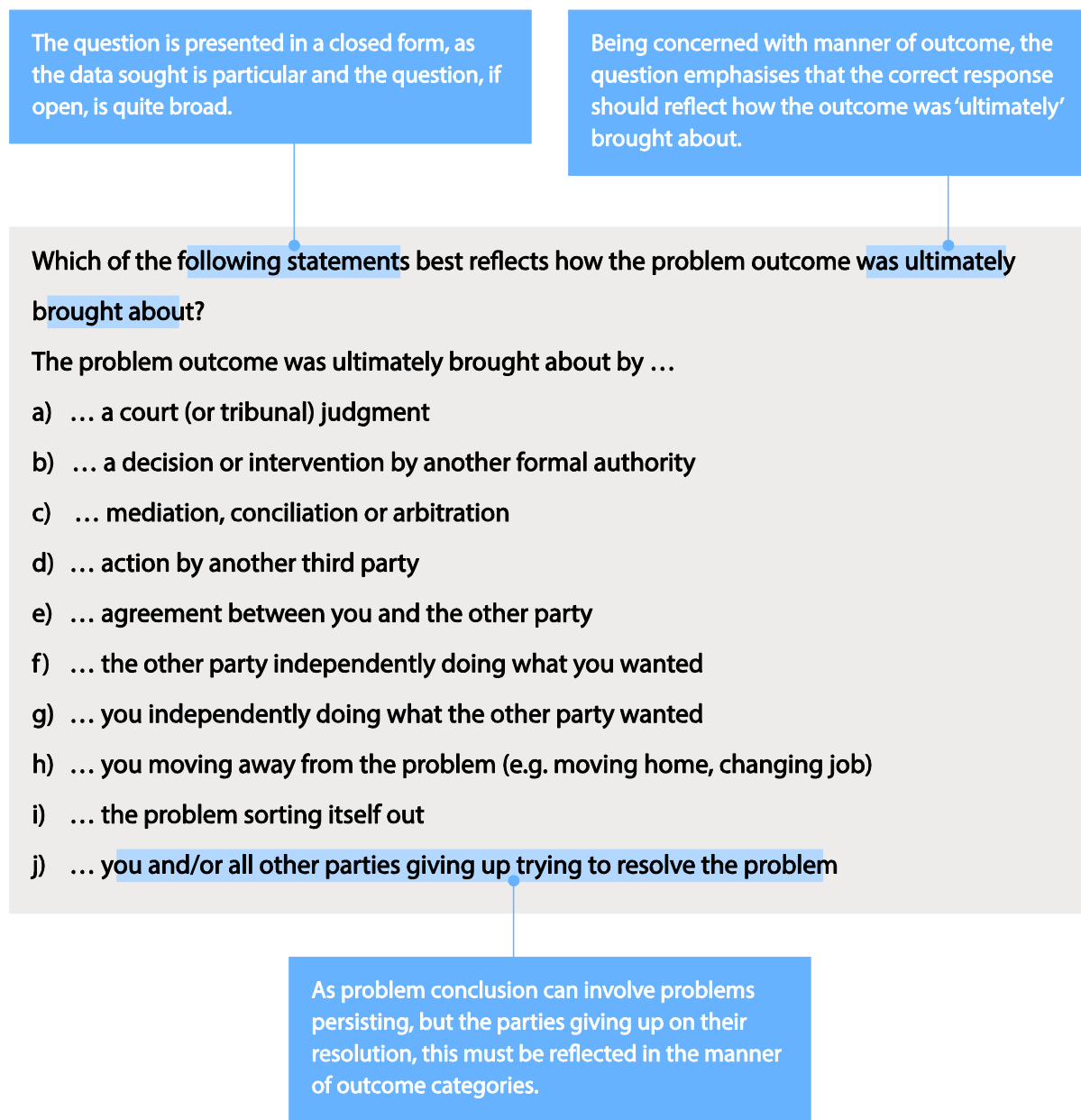


Figure A.10. Model reasons for not obtaining help question

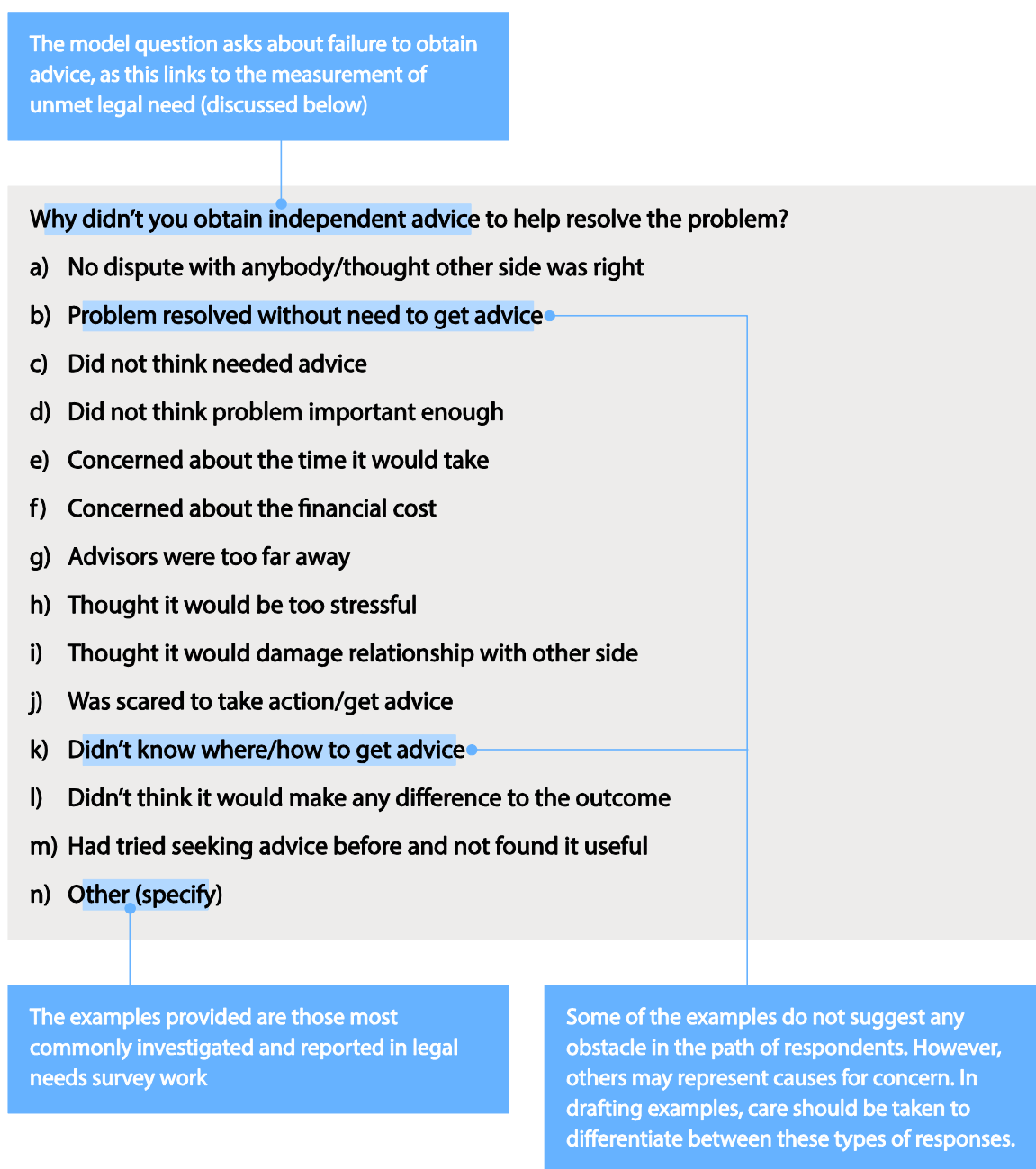


Figure A.11. Model process and outcome fairness questions

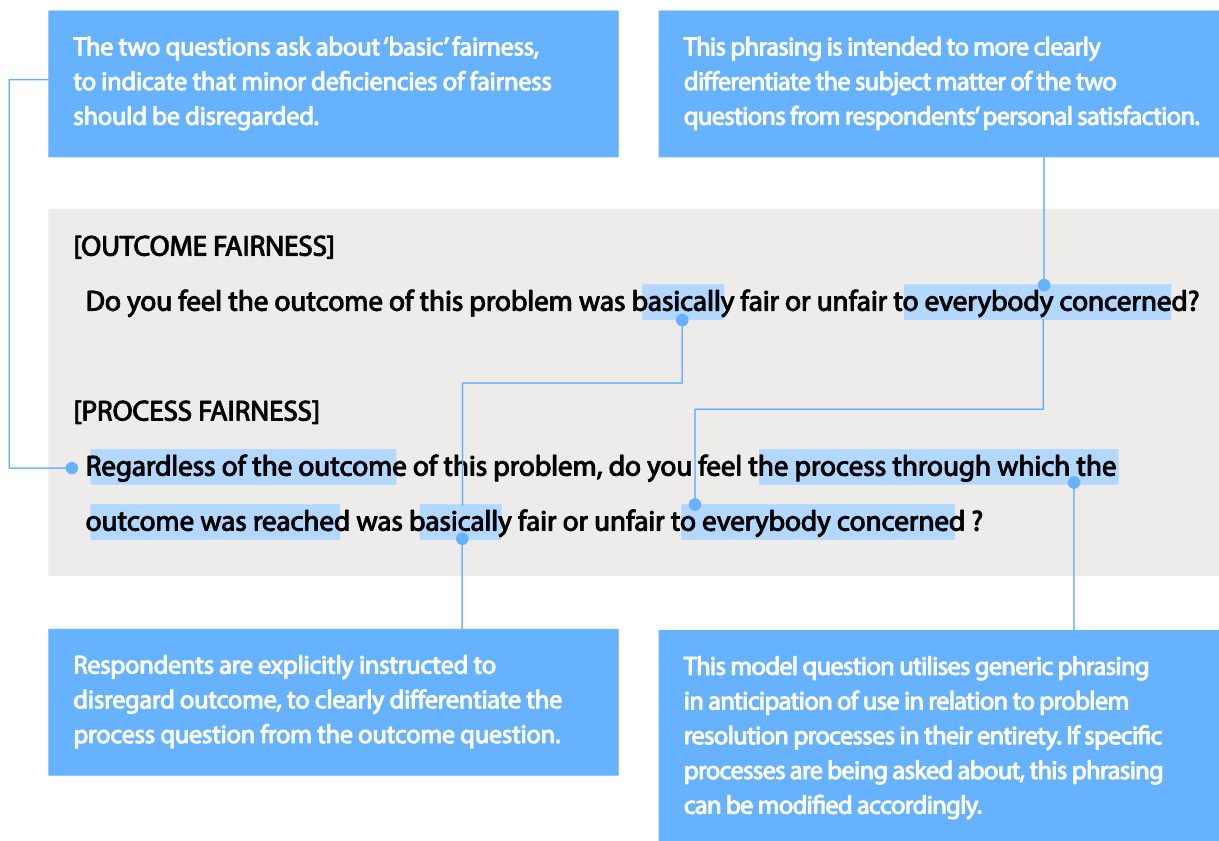


Figure A.12. Model problem resolution cost question

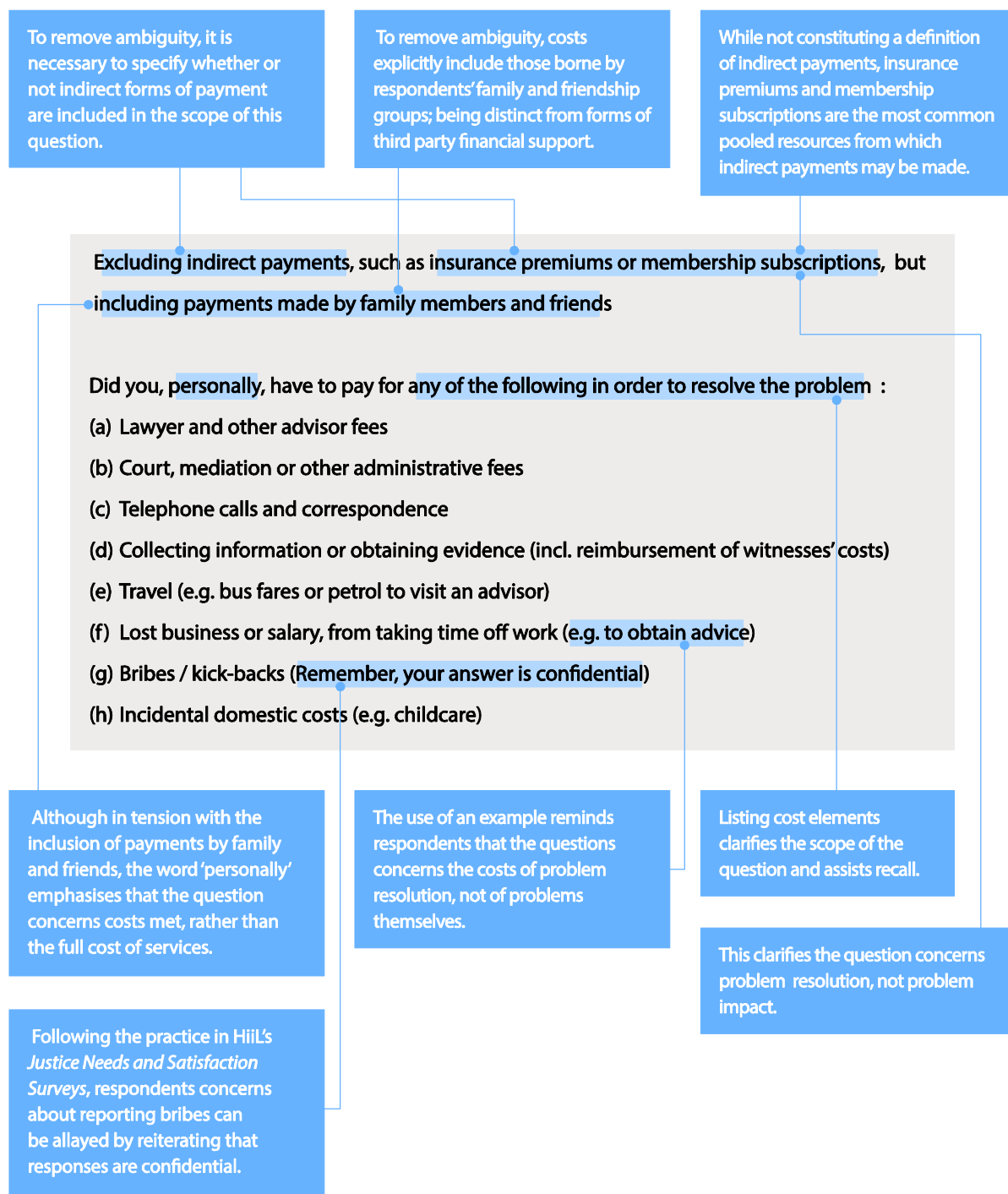
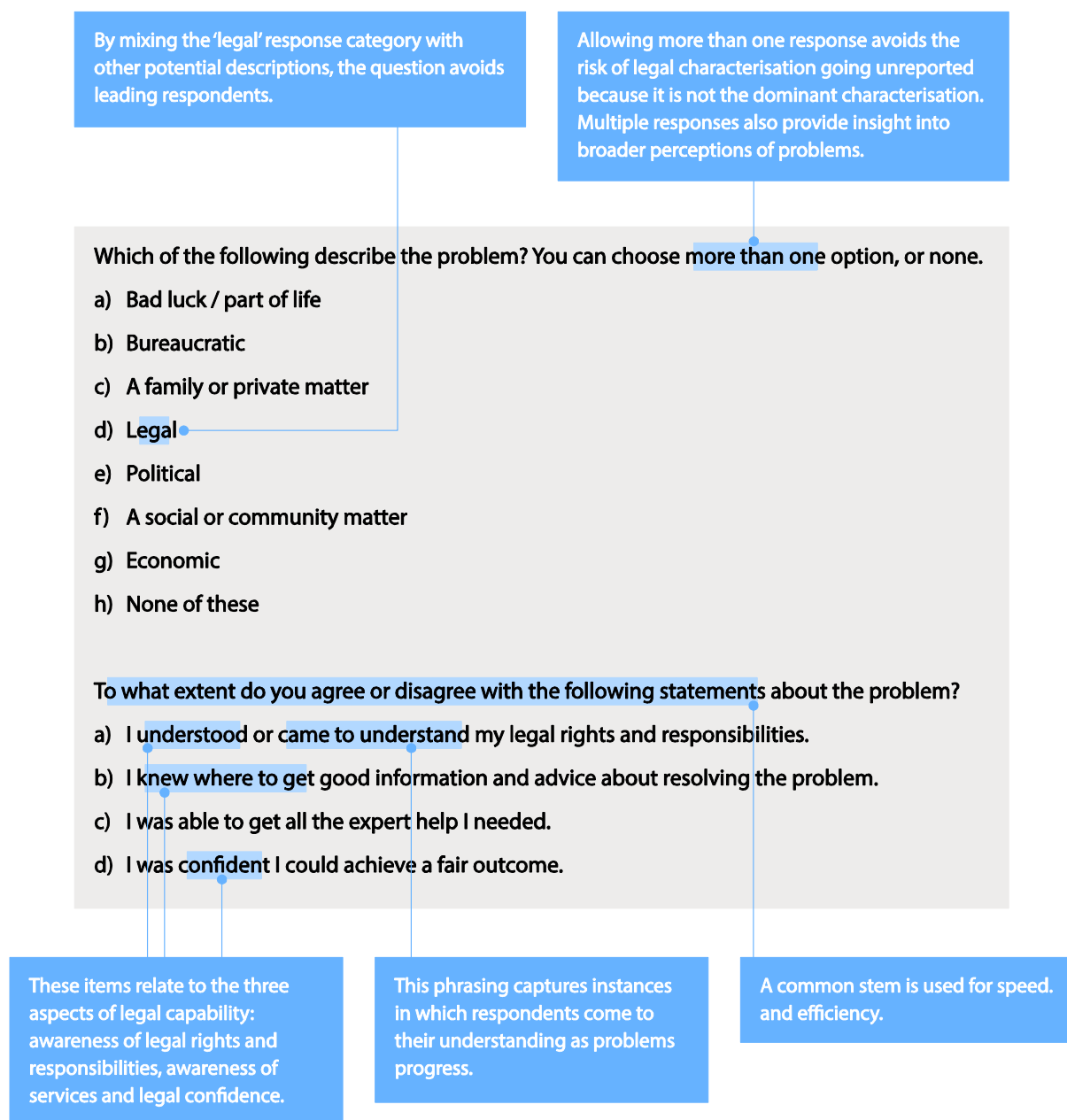
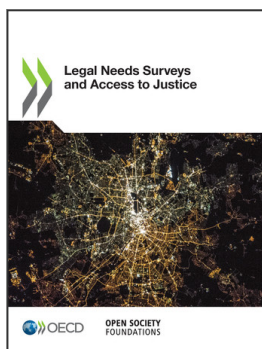


Figure A.13. Model legal capability questions (identified problem)





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