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## LSS Child Protection Evaluation

### BACKGROUND:

In 2014/15, LSS commissioned its first evaluation of the services it provides to clients facing child protection issues under the *Child, Family and Community Services Act* (CFCSA). The overall objectives of the evaluation were:

- to assist LSS in gaining a better understanding of the outcomes for its CFCSA clients;
- to determine whether current LSS services are meeting the needs of CFCSA clients; and
- to understand what changes LSS can make to improve the efficacy of CFCSA services.

The evaluation included a telephone survey of 193 clients; an online survey of 198 services providers; 14 focus groups of services providers, and Aboriginal and non-Aboriginal clients; and interviews with 41 key informants, including lawyers, LSS staff, LSS local agents/assistants, community partners and mediators.

In 2014/15, LSS provided services to almost 2,550 clients with child protection issues, 40% of whom were Aboriginal.

[Here's the full report.](#)

### HIGHLIGHTS:

- The findings of the first-ever evaluation of LSS' child protection services are encouraging.
- Overall, clients had a high level of satisfaction with LSS CFCSA services (64% satisfied or very satisfied).
- Most (almost 80%) of those who apply, receive a referral to a lawyer. A large portion of these clients were satisfied or very satisfied with their lawyer (67%). The majority also strongly agreed or agreed that their lawyer had effective communication with them.
- Service providers said LSS services assisted clients to achieve a timely and fair resolution of their matter. However, insufficient tariff hours available to do CFCSA work was identified as one of the main factors that limited lawyers' ability to provide effective representation.
- CFCSA clients have a high level of awareness of several core LSS services, including legal representation (92%), in-person intake (90%), and family duty counsel (87%). Clients are less aware of other services, such as the call centre, LSS' public legal education and information materials, and community partners.
- Clients consider the LSS Intake process to be largely accessible and easy to use, and only minor concerns were raised regarding differences in Intake accessibility for Aboriginal clients vs. non-Aboriginal clients.
- LSS CFCSA services are viewed as comprehensive and integrated, with most clients using more than one LSS service when dealing with their matter. However, applicants who did not receive a referral to a lawyer tended to use fewer LSS services beyond intake.
- The evaluation identified challenges of accessing CFCSA services for clients in rural and remote communities.