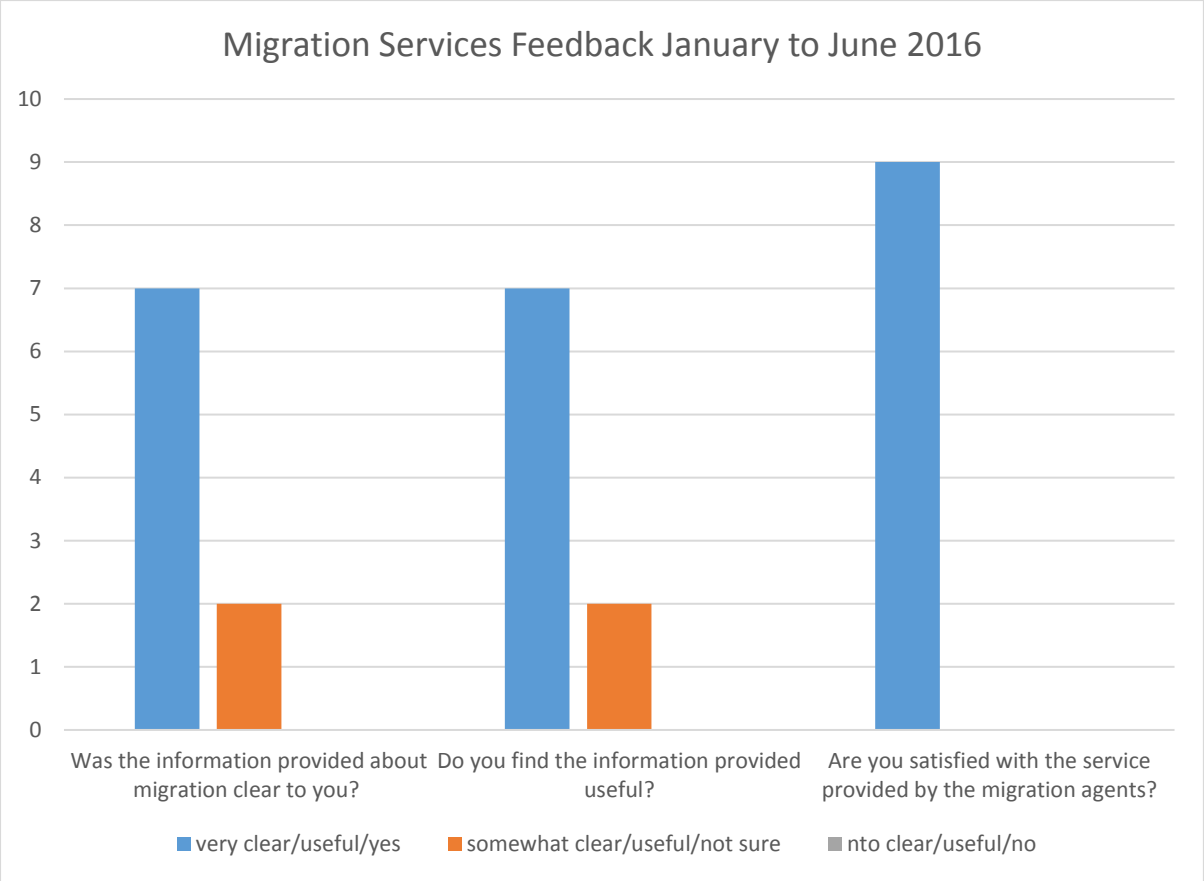
Migration Program Client Feedback January to June 2016

The Migration Program assisted 194 clients through the
Immigration Advice and Application Assistance Scheme (IAAAS) and
250 clients through the Settlement Grants program in the period July 2015 to June 2016.

All clients are offered the opportunity to provide feedback on the service/s they received from the MIC at the time of the service. In addition to this the MIC conducts a telephone survey of a number of randomly selected clients who have accessed settlement services in the previous six months.

Below are the results of the telephone survey undertaken in 2016



Comments:

- Very pleased with the service and would happily recommend in the future
- Very useful and helpful
- For future reference, when MIC books an appointment, please provide a list of documents that clients need to bring with them to the appointment
- Happy with the way MIC treated us
- Very grateful for the services MIC has given
- They thankful to the MIC for the help given