



# Settlement Grants Client feedback

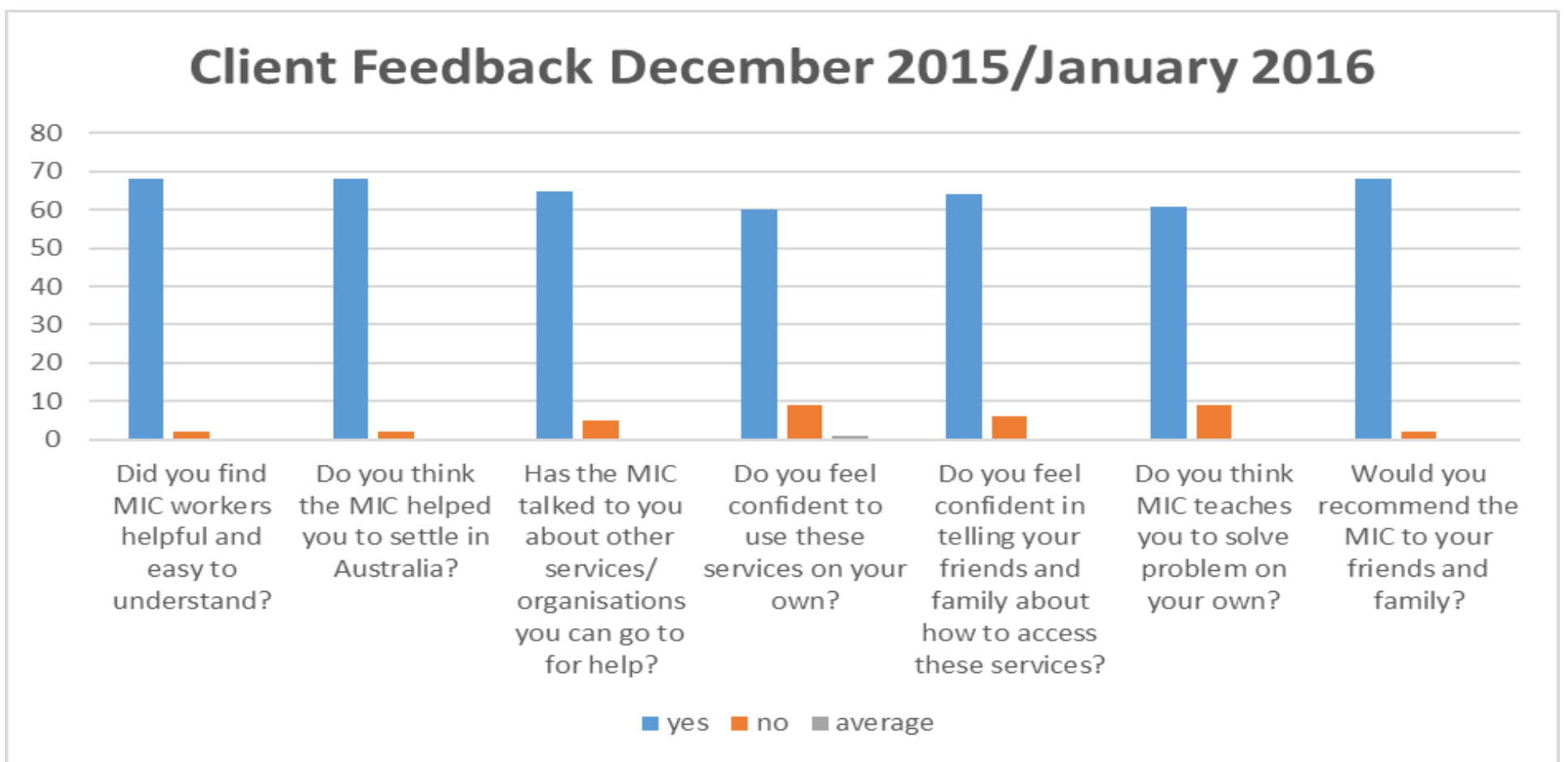
## July - December 2015

“ The Settlement Grants Program assisted 976 clients through 3165 contacts in the period July to December to 2015. ”

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 December 2015.



### Comments

- ⇒ Very appreciate of the services provided.
- ⇒ Thank you to MIC (19).
- ⇒ MIC's very helpful. It's the key to immigration.
- ⇒ Very good service (5).
- ⇒ I am very happy with MIC's services and especially my caseworker who is really good.
- ⇒ When first arrived in Australia with no family MIC really helped. Very good service.
- ⇒ I am very happy with MIC services the worker was very helpful and I am so thankful to MIC.
- ⇒ MIC helped me to settle new life in here especially with the kids and everything very good and useful.
- ⇒ When first arrived in Australia with no family, MIC really helped. Very good.
- ⇒ Without the help of the staff, I wouldn't be able to study in Aged Care and have a job in that field. Thank you so much all of you for your help.