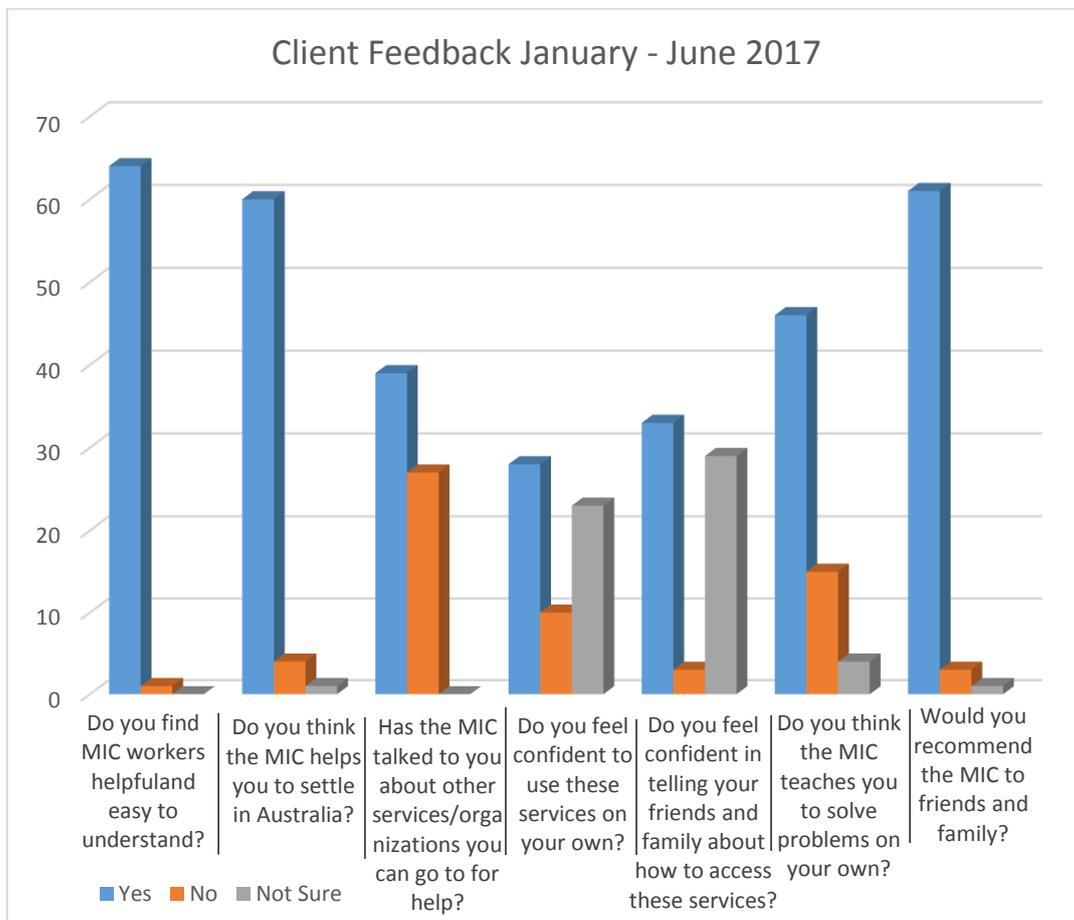


Settlements Grants Program Client Feedback: January to June 2017

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 client survey undertaken in June 2017 with clients who received services from the MIC in the period January to June 2017. 100 clients who had received services in the past six months were randomly selected, with a response rate of 65%.



Comments:

- Everything is great.
- Thank you for everything you do.
- MIC is very handy. It is very good for me. (2x)
- You have been very helpful, and I am grateful to the MIC.
- Everything is good. No problems. (6x)
- MIC is good for us.
- Thank you for calling.
- The MIC cooperated with me on everything.
- It's useful.

- MIC helped us to find a job.
- My caseworker is very good.
- Thank you so much.
- MIC is very good, very useful for me when I have problems.
- MIC has been very helpful in my settlement.
- Everything was good. The caseworkers/managers were so good.
- The centre has helped migrants to settle very well. Thank you.
- Helped me a lot.
- As long as the MIC provides services for refugees, everything is fine.
- Services need to provide more assistance from the MIC.
- Everything is great.
- I did not access many services, but it was great.
- It's great. No problems.
- MIC services are good.
- After arriving in Australia most of us don't speak English. The service of the MIC helped us to learn and to cope, and we can teach others.
- Used to go, for any problem they solve. They helped me to get my driver's license and I only paid \$15. Very helpful.
- The MIC is very good organization that helped me greatly in the past.
- Thank you for everything you have done for me.
- You are very good.
- I am not happy with MIC. I am displeased with transition from AMES to MIC. MIC did not help with housing, I had to find myself. The agency is supposed to help people but didn't help me. It might be the whole MIC or just my caseworker. My contact person in the MIC didn't have good English skills. Because my English is poor this made communication difficult. I understand it is not possible to have interpreters for every language at the MIC all the time, but having an interpreter for major languages like Chinese, Farsi, and Burmese at least one day a week would be a big help.
- Information and data sent by the MIC comes only in Burmese, making it difficult to understand for Hakha China, Falam Chin and others. The languages seem like they are related, but they are not. This makes communication difficult.
- They helped us as much as they could.
- Very good.
- I got married. I have limited English skills. When I try to settle in Australia I know nothing. In the meantime, I have learned a lot about Australia, especially the law and how to rent a house. It is very useful for me. I am very thankful. I appreciate all the help. It is very supportive service for and useful to help my entire community. I wish I could say more, but I don't know the words.
- They are helpful for everything I need.
- Very helpful.
- I am very satisfied with the service I receive from MIC.