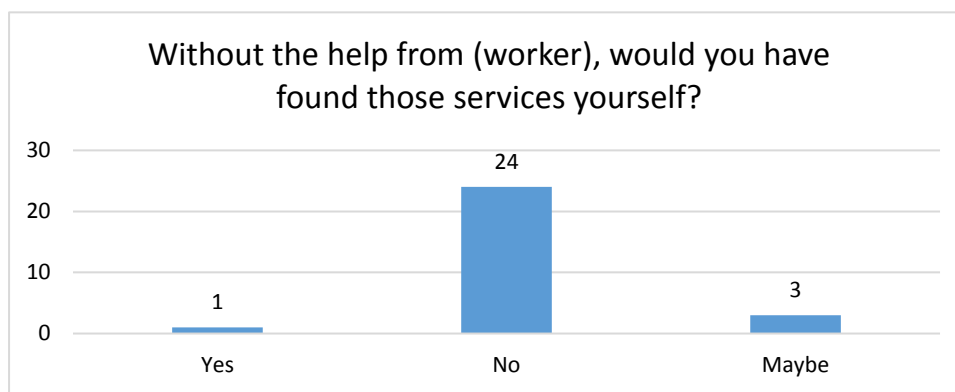


MIC Access and Support Program Client Feedback Summary 1st January 2017 to 31st December 2017

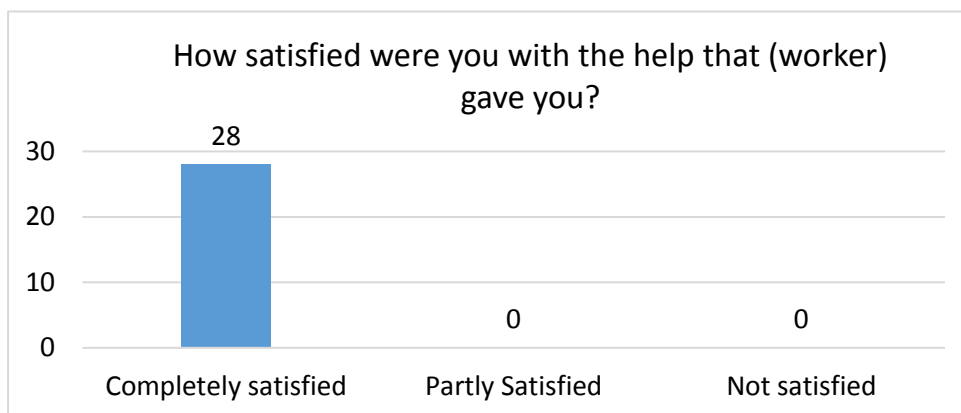
The Access and Support Program collects feedback from clients (and/or their carers) who have exited the program by telephone. Telephone interpreters are offered to all clients from non-English speaking backgrounds where necessary. Client feedback surveys are offered to all clients who consent to be contacted after they exit the program to gain feedback on their experience and whether their needs were met.

The feedback gathered from clients exited between January and December 2017 is outlined below. Twenty-eight clients and/or their carers were surveyed.



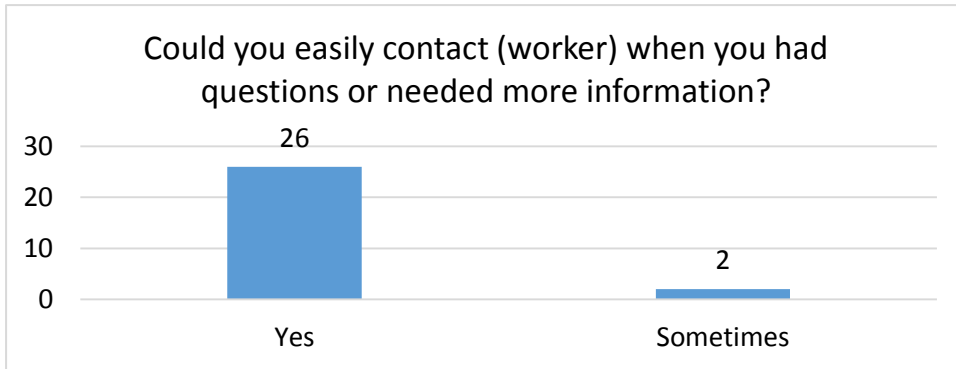
Comments:

- No, because I wasn't sure what services were available
- No, would have been very challenging for me
- We will need her help



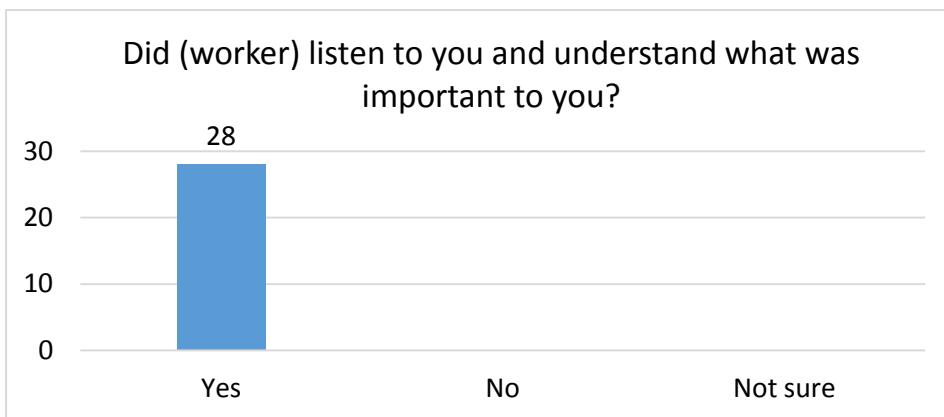
Comments:

- She was very helpful, the worker knew who to contact



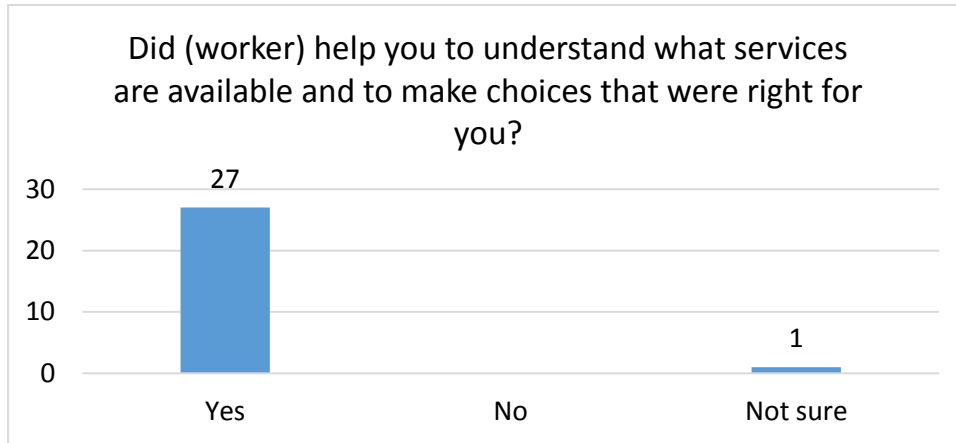
Comments:

- The worker always contacted her (the client) to check in
- (The client's) son did the calls due to language barrier
- Very good with responses



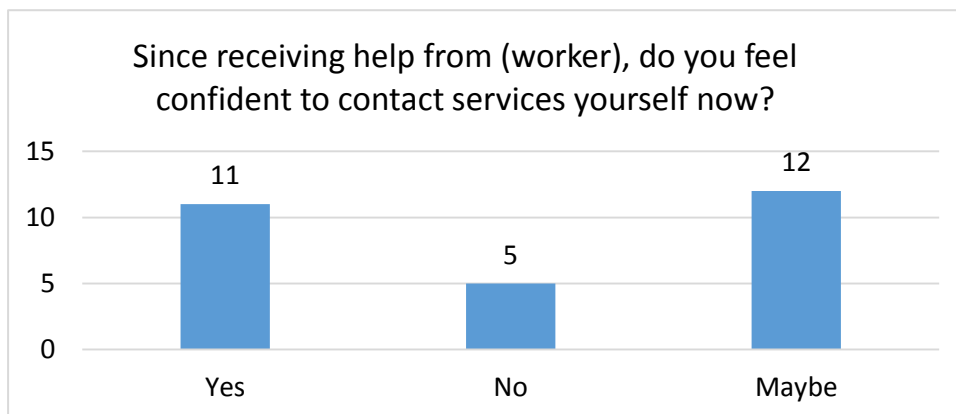
Comments:

- (The client) sometimes didn't know what she needed but the worker knew what to do



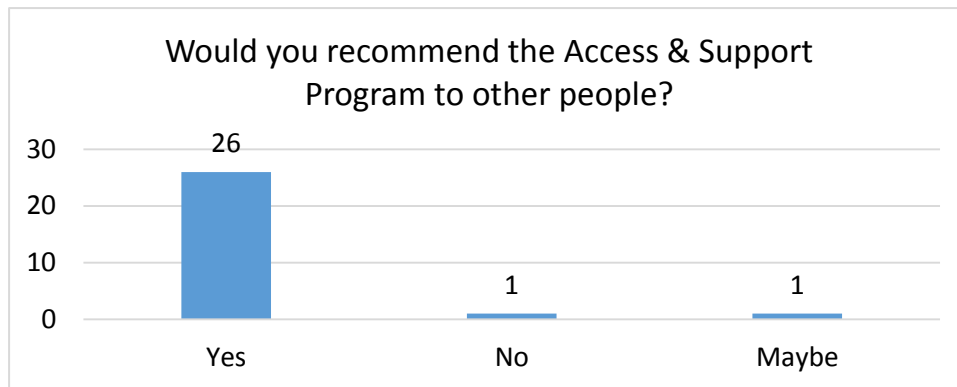
Comments:

- (The worker) helped with completing all the forms and organising the support
- Yes, the worker understands my situation very well
- (The worker) gave the client options so they can make decisions



Other comments:

- They (the client) still needs the worker to help them as they are not 100% sure what to do
- Not confident yet
- Yes, but I still prefer to contact the worker if necessary as she knows the situation
- If I know what services to call
- We will still need help to contact services
- Hard with language barrier and due to their (the client's) age
- I will still need help
- Not sure if she (the client) needs to but she could if she had to



Comments:

- Yes, have told my friends about it
- Because they can find their own help, every case is different. If someone needed advice then maybe she would recommend it but the worker was a great help.

In your opinion, how can we improve the Access & Support Program in the future?

- The worker did a very good job so cannot think of anything to improve
- The worker couldn't have done more than she has already done. She has managed to get everything else except waiting for the homecare package to come through.

Other Comments:

- Yes, I received great help. My father is much better and staying in a nursing home.
- Yes, there was information and services that I wasn't aware of and because of the worker's help I was able to get the help needed. The situation has improved.
- The worker was very helpful
- The worker was fantastic!
- It will be great to have more Chinese speaking support workers including Asian meals delivery
- Whenever I have any questions or issues, I contacts the worker and he is always very helpful. Thank you!
- The worker was great! She spoke the same language which was very helpful.
- The worker was very caring and friendly. Without her everything would have been much harder. Thank you!
- Very helpful and kind, was a great service