

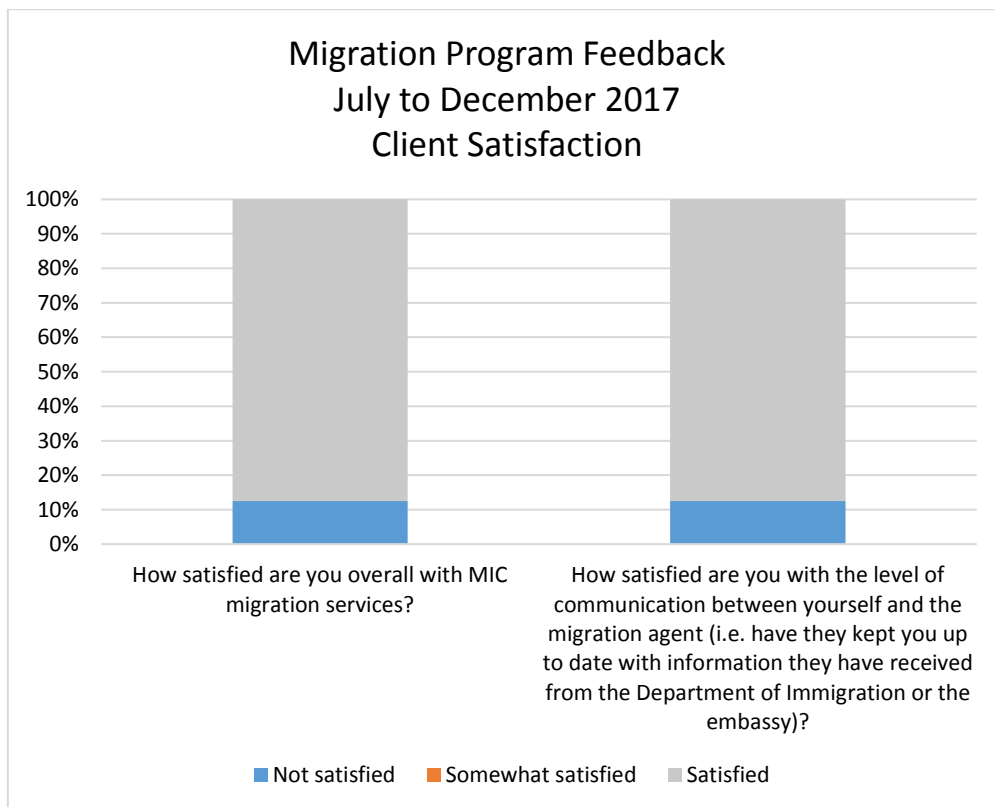
# Migration Program Client Feedback

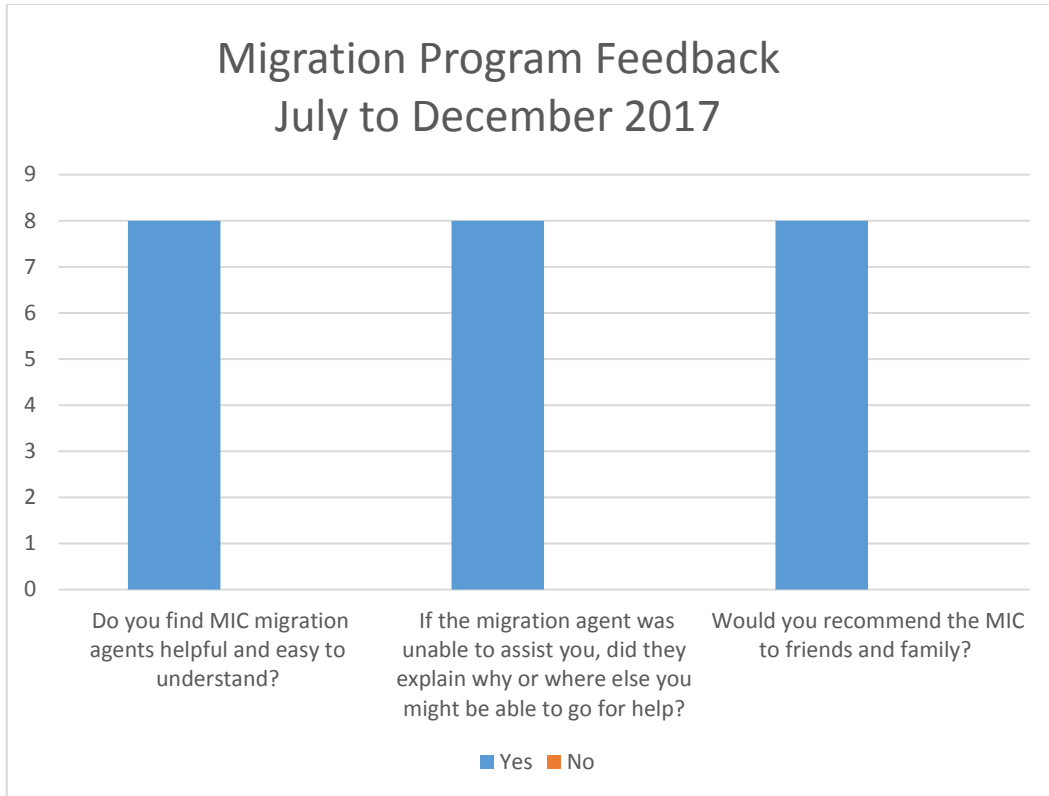
## July to December 2017

Migrant Information Centre (Eastern Melbourne) provided migration assistance to 135 clients under the Immigration Advice and Assistance Scheme (IAAAS) and 55 clients under the Settlement Grant Program during the period of July 1<sup>st</sup> to December 31<sup>st</sup> 2017.

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

Below are the results of a telephone survey to clients who had accessed migration services between July and December 2017. The telephone survey was undertaken in January 2018.





### Comments

- MIC is good and helpful to migrant people
- MIC is good
- Very happy
- Not very happy at all, I applied a fiancé visa and have been waiting for 13 months now from the government. Not happy at all.
- Happy, MIC helped me with everything
- I am very happy, thank you very much MIC