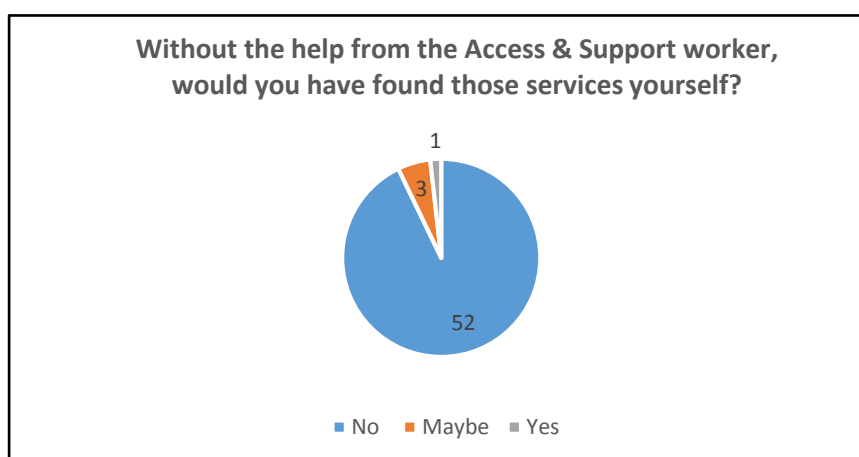


Migrant Information Centre (Eastern Melbourne) (MIC) Access and Support Program Client Feedback Summary 1st January 2018 to 31st December 2018

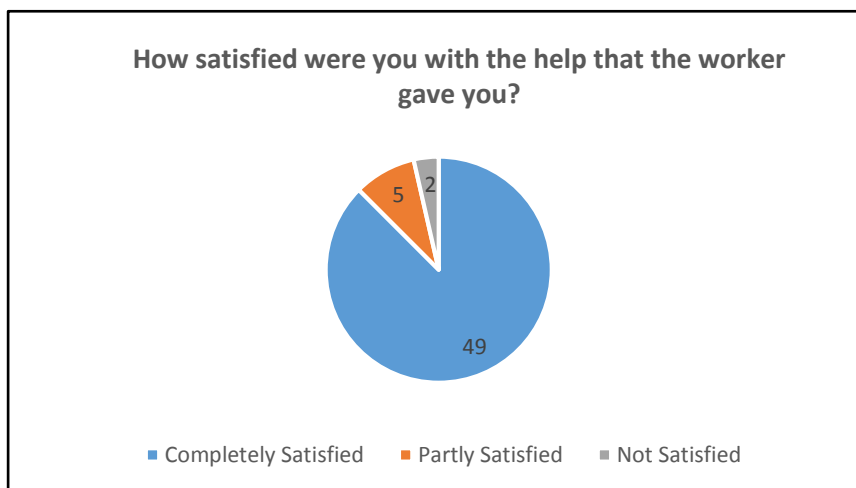
The Access and Support Program collects feedback from clients (and/or their carers) by telephone or emails after they have exited the program. Telephone interpreters are offered to all clients from non-English speaking backgrounds where necessary. The feedback gathered from clients exited between 1st January and 31st December 2018 is outlined below. One hundred and forty-nine clients were exited and fifty-six clients and/or their carers provided feedback. Some of the reasons for not participating in surveys are due to health and cognitive issues (for example memory loss, dementia, deafness, etc.), moved out of the area, deceased, previously surveyed, etc.



Comments:

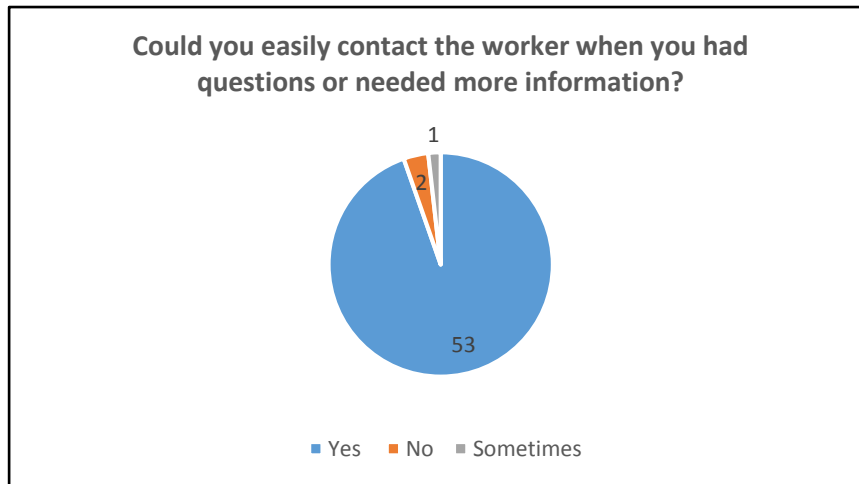
- Even though we have lived here for a long time we are not aware of the welfare services available to us.
- Tried to get some services but was referred to one place from another.
- No - it will be very hard as we don't know of such information and who to contact. We will not know how to apply for these services ourselves.
- Maybe but may take much, much longer period of time and in some cases no. I did not even know the services existed.
- I will still need help from the worker to find services on my behalf.
- No - due to language barrier.
- No, because my husband and I are very old.
- No - Very thankful. The system is too strange for us and it was our first experience in such a situation.
- No - NDIS is too busy, my worker helped me to find a new support coordinator. I would have faced many difficulties if I did not meet her.

- Maybe, but she helped me with other things such as conducting home visit, the assessment, attending a couple of sessions with me, etc.
- No - I would not be able to access these services mainly due to my limited English skills and lack of knowledge of their existence in the community and also I do not know about the law or policies around these matters.
- Yes - I had applied for some services before meeting the Access & Support worker but since I met her she was able to show me the many support services that were available to me and my daughter.



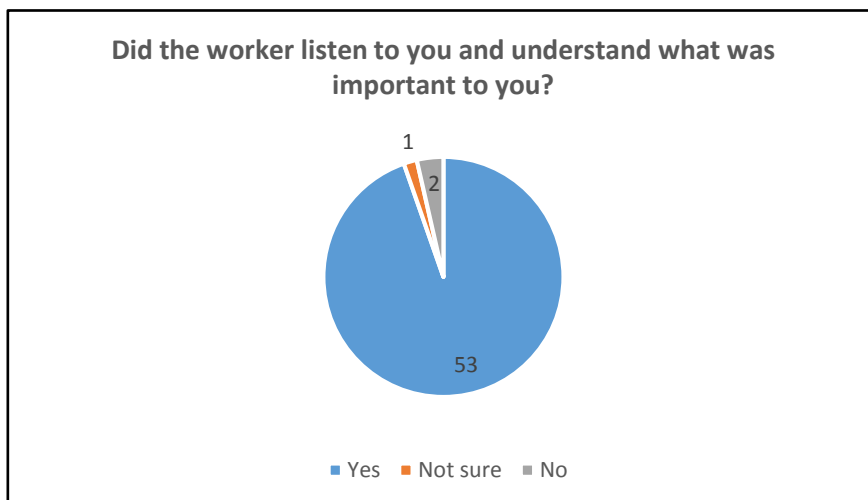
Comments:

- The worker was very caring and respectful.
- The worker was very professional.
- I am very thankful and find the services very useful.
- I am not satisfied with my current worker as he does not speak my language. I prefer the previous worker because he spoke my language which made it easier to communicate.
- Very helpful and my parents gained the necessary supports they required.
- Very helpful with everything she offered us throughout the entire process



Comments:

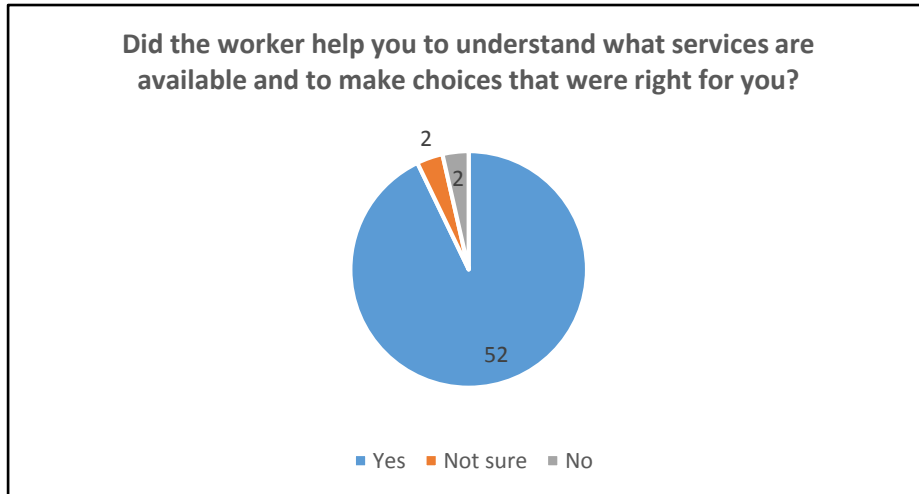
- Sometimes she doesn't pick up her phone and I leave a message. She calls back up to 2 days later but I have her phone number and I can call her.
- Yes - The worker always called us back promptly.
- The worker always gets back to me promptly. We talked via WE CHAT.
- I have not contacted my new worker because I am not confident speaking in English.
- I spoke with the worker via email. She always answered promptly.
- Always able to get in touch with the worker to answer my questions.
- Was always able to make contact with the worker. She was very proactive and efficient at returning any voice messages I left.



Comments:

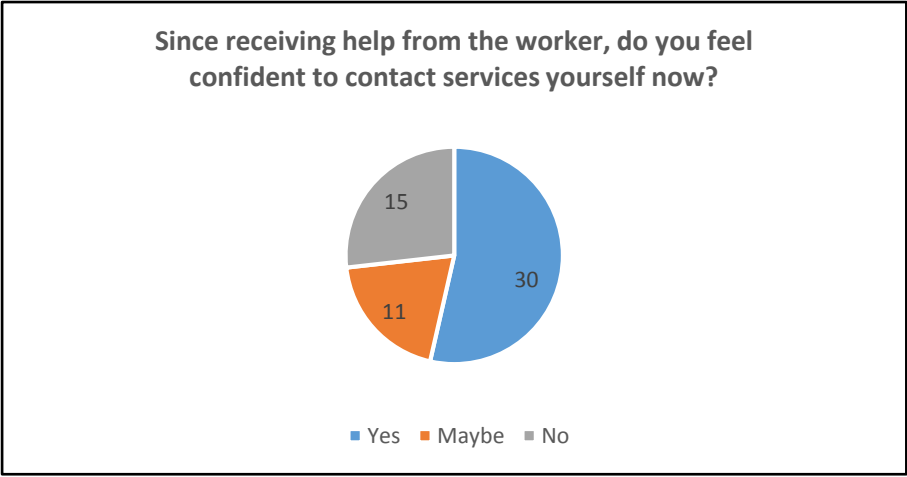
- Very well.
- She has a heart for older people.
- I am not confident in speaking English; it was difficult to communicate with the worker.
- The worker helped me find the best services for me. The services she recommended were all great.

- Very pro-active.
- Throughout the process I always felt that the worker genuinely cared and respected the situation of my child and always did her best to get answers and the help we needed.
- Easy to talk to and he always listened to any questions or concerns I had.
- Readily available if I had any questions throughout the process.



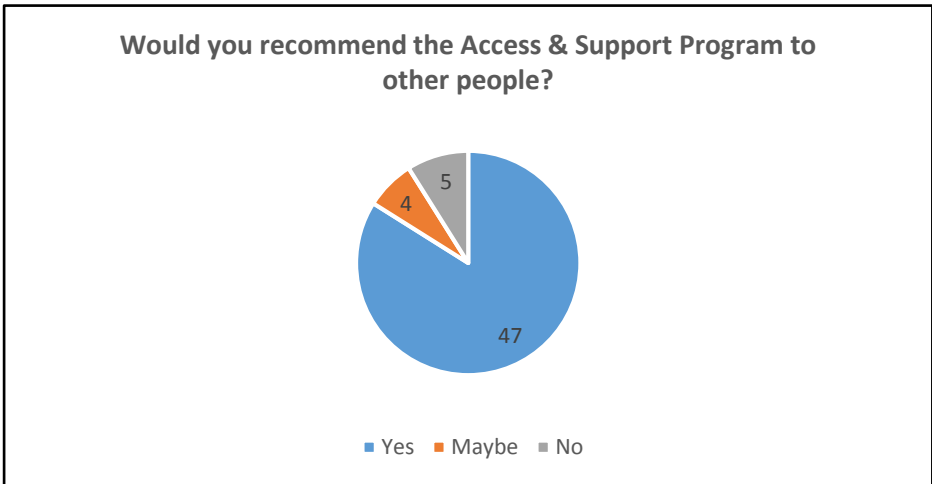
Comments:

- The worker asked about our issues and suggested available services.
- Yes. The worker provided me a range of services to choose from.
- I cannot answer the question because I have not received any services from the new worker and my recent stroke makes it difficult to remember previous history.
- As I said I had applied for services prior to meeting the worker; however, she helped show me how much more was available for my daughter.



Comments:

- We will still contact the worker because he is very knowledgeable and my mother is very comfortable with him.
- Yes, because the service provider has Mandarin speaking workers.
- I will have difficulty calling myself due to language barrier.
- We will have to contact the worker again.
- No - I don't know where to find services.
- Parents wouldn't be able to find services without carer's help.
- Contacting the services by myself in English is okay, however I am overseas sometimes and it is hard to receive the follow up calls from the services such as approvals and updates.
- I sometimes felt that I was not treated well (coldly) when I tried calling services myself.
- Have easy access to departments, more comfortable to approach these places now. Familiarity established and information available.
- I take comfort in being able to still contact the worker if I need to.
- I am confident to contact NDIS directly now if I need to.



Comments:

- The worker is very patient and I will recommend other people to her.
- If MIC can help provide me with more services then yes but if not, I don't think so.

- I strongly recommend. I am lucky.
- I have already recommended the services to other people.
- I have always informed my community to contact MIC for services.
- I am not so sure. I would say no.
- I have already told others about the help provided from this program.
- I already recommend the program as I have friends in my community who are in need of help and have no understanding of where to go for help and support. I think the work of this program is valuable.
- If someone needed similar type of help; I would not hesitate to suggest the program offered.

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

- The MIC should reach the Chinese community even deeper as not many are aware of such services.
- Not sure.
- The only thing is make more "visual" - let more people know about it. Maybe put information up in community centres, etc. Migrants don't know about the services.
- For MIC to provide its services to more people. MIC is providing a great service.
- Keep on the good work. I also like to have the option of calling back and ask for advice about our case to the same advisor who knows our case.
- MIC should advertise in the Chinese Newspaper as many Chinese migrants rely on these papers for information.
- More help to fill out forms. Although I know English well, a lot of people don't and they need more help filling paper work.
- Really happy with your services. It is already perfect.
- I have been waiting for my Home Care Packages (HCP) level 2 to be approved. I wish the worker could help speed up my HCP allocation. I also wish the worker would do more follow up calls.
- I wish there are more Chinese speaking workers in your organisation.
- Your service is reliable. I am very happy with your current service.
- I am satisfied with your current service. I did not know where to start, you helped me a lot. I wish you can contact me on a monthly basis to check if I am okay.
- I am really appreciative of the help I was given by the worker and the organisation, honestly I cannot think of anything to make it better.
- Always make sure that the program keeps being available to the community as people do not know how to get help and workers like Access & Support make such a difference to people like me and my daughter.
- Effortless interaction; collaborative process right through with the worker.
- Nothing to change; very friendly; great experience overall.

In your opinion, has the services improved your living situation?

- We are yet to engage with a provider; my parents are abroad at the moment.
- Yes - I'm able to exercise and access services that I require. My quality of life has improved.
- Yes - he has helped contact the relevant organisations for me.
- Yes, the services have enabled my mother to travel via taxi vouchers, paid my mother's herbal treatments through the homecare package.

- Yes - the worker has helped and provided encouragement for me to continue caring for my husband.
- Yes. The home help services have given me a lot of support.
- I am very thankful the worker was there when I needed help. Before I had to take my mother in-law around to hospital appointments and sometimes no interpreter was available and they wouldn't let me interpret. Back and forth a few times. The worker called them and made things so much easier. I was stressed and she made my life easier. It was good to have someone listen and say you're doing a great job.
- Not much as I'm receiving very little help through my package.
- Yes, definitely. Without the services my parents will not be able to access residential care services. Thanks for your excellent services.
- Yes, especially Centrelink. The worker was very helpful referring me to social groups as I have friends to talk to there, unlike at home.
- Yes. She has introduced me to someone to help me find housing, contact details to legal aid, services with Migrant Information Centre and Vision Australia.
- Yes. I need help due to my ageing. Your service has been a great help and improved my daily living situation.
- Definitely, my living situation has improved. I live more comfortable and thank you. I did not want your support initially (a year ago) because I wanted to look after my husband by myself but now I need some support.
- Of course. Very much improved. I have mobility issues and not able to mow the lawn or do any cleaning. I received domestic assistance and I am very happy with it. In addition, the worker speaks my language which makes it easier to express my difficulties.
- Definitely. Your service has improved my living situation because I have more time caring for my daughter instead of spending time and effort in searching for all the services she needs.
- I live by myself and I was concerned about my language barrier and life in Australia but since receiving some support, I now feel more relief.
- My daughter requires more help than other children and the services has helped her to access those services. She is doing well now.
- I received government financial assistance which helped reduce my financial burden. My son's communication skills improved after attending the suggested program.
- Your service increased my confidence to deal with my mother's issues by myself. I find it easy to look after my mother now.
- The help I was given has made a huge difference to my life. It was very beneficial and I am very grateful.
- The help we received has definitely helped improve the life of my daughter and myself, she is now more settled and I don't feel alone or isolated to deal with her issues
- More connected to Chinese community and feeling happier; interactive with other people, greater support; more engaging.
- Help offered was extremely helpful for my sons and made things easier for us all.