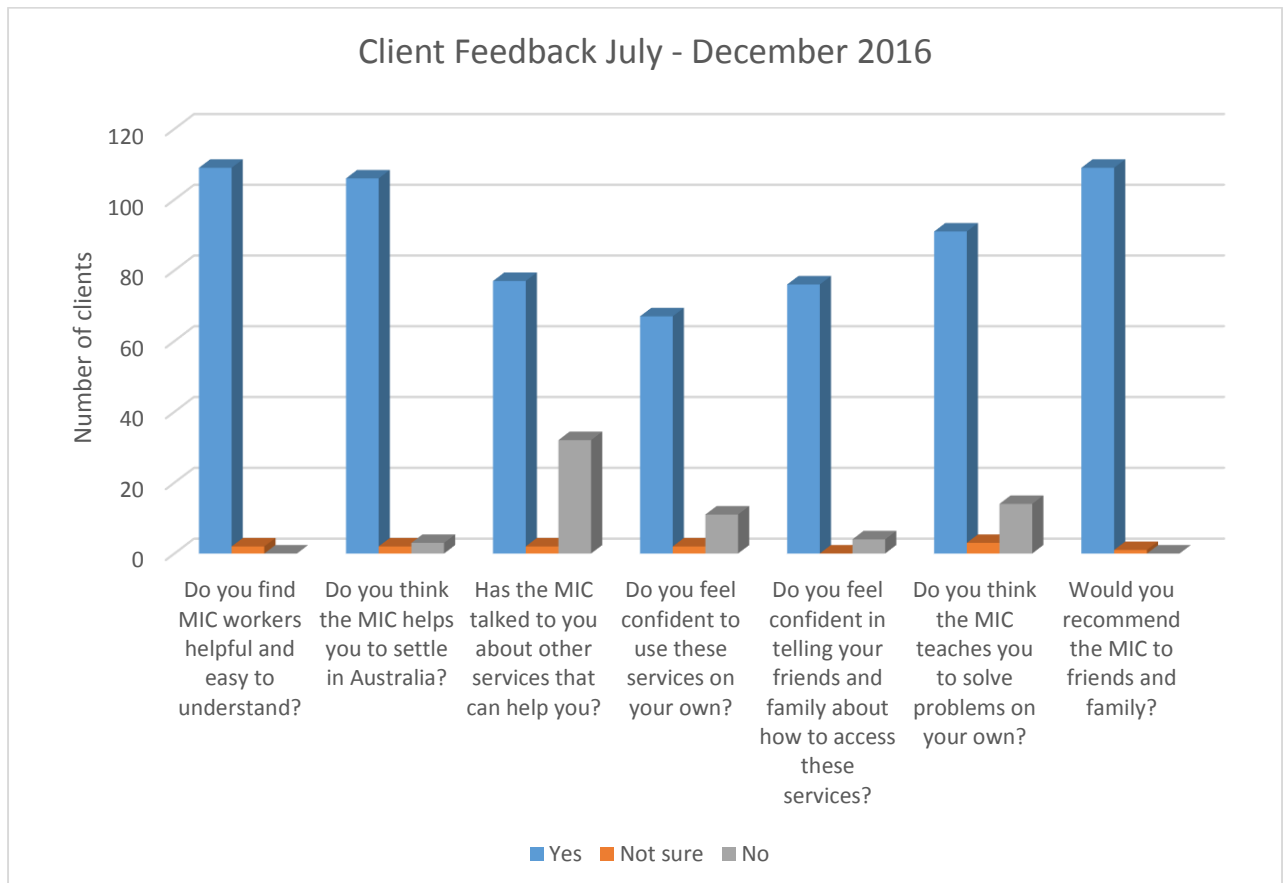


## Settlement Grants Program Client Feedback July to December 2016

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 for the client survey undertaken in December 2016 and January 2017 with clients who received services from MIC in the period July to December 2016.



### Comments:

- They helped me a lot
- Thanks so far for the help. I look forward to a better future.
- I have only been here for a little bit at this stage MIC has been very helpful
- Everything is good, we go to MIC when we need help and they help us
- Happy with it
- Request that whenever something is happening/needed about a new meeting or program to notify us individually
- No comments because MIC already helped me so much and solved all my problems so I have no problems
- MIC solved all our problems, very helpful and I can't thank them enough
- They do a lot of good things for our community and give really good services and I can't thank MIC enough for your services I received and I'm really happy with your help

- Judy very nice very kind very good manager for everything my family she is angel in the world and angel, she is very nice lady
- Help for looking for jobs
- I'm hoping to receive services from MIC for many years. With language barrier MIC is needed.
- Without MIC it would have been hard for us to settle into Australia
- If I ever need help in the future I'll be sure to come back to MIC
- Just very helpful
- MIC is very helpful and they shouldn't stop providing services
- Thank you for the good services, it's really helpful
- I am really happy with the services provided by the MIC
- Services provided are very helpful
- MIC is good for me
- Great help
- More help in housing
- Thank you for your services
- Happy
- Doesn't tell me clearly
- Keep up the great job
- Thanks to all staff
- You are great
- Great help
- Always come back
- Very helpful (x6)
- Excellent service (x4)
- Lengthy time to seek service
- Really appreciate (x2)
- Excellent Service (x2)
- MIC is very helpful (x6)
- Good Service (x3)
- Very helpful (x2)
- Very grateful (x2)
- Very thankful (x3)