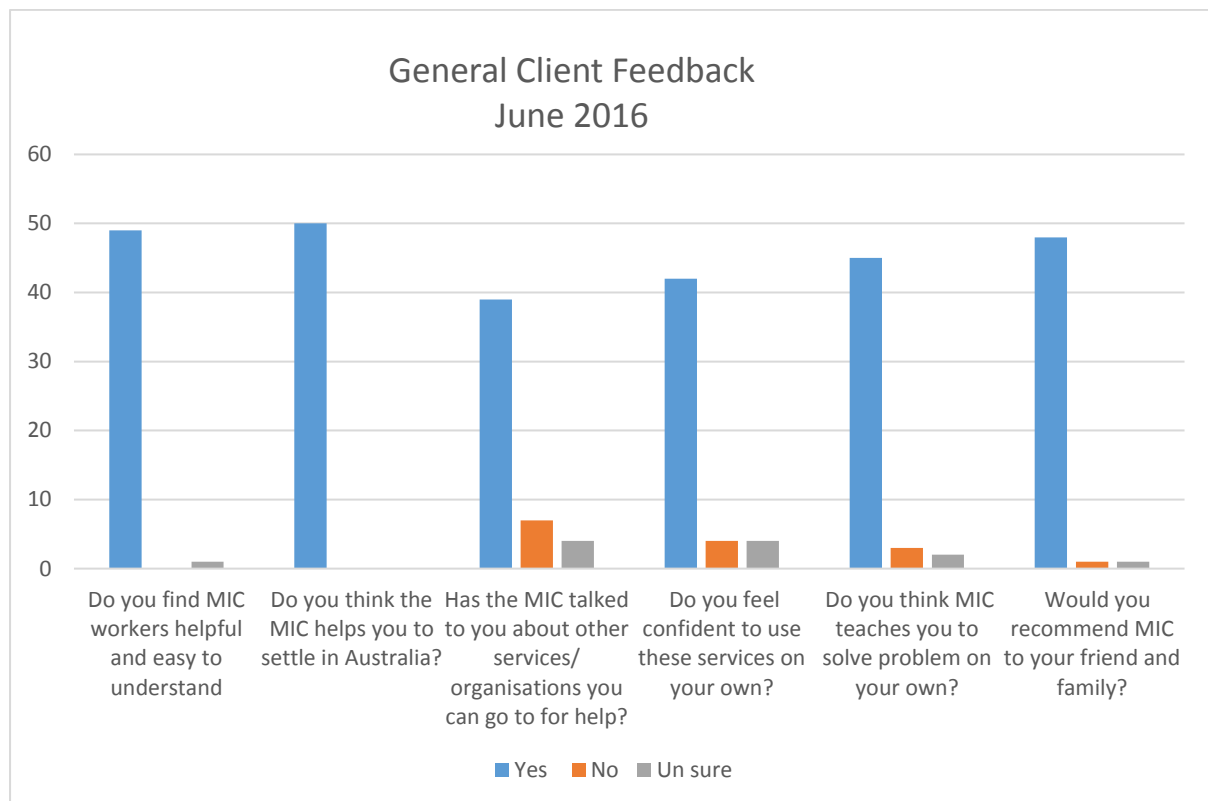


Settlement Grants Client Feedback January to June 2016

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 June 2016.



Comments

- I am happy with MIC services
- We are newly arrived in Australia and we rely on MIC for help
- I really appreciate all the work MIC has done for me
- Thank you MIC I am satisfied with the services
- Keep up the good work
- MIC has been helpful and I need help in bringing my family that are in the refugee camp to Australia
- They help with job search, they are much better than Centrelink
- They are very helpful
- Thank you MIC for all the good work
- MIC has been helpful in terms of accommodation
- MIC has been very helpful and it will be very difficult in finding housing accommodation without them
- MIC is very good that is why I am doing volunteering work with them once every week