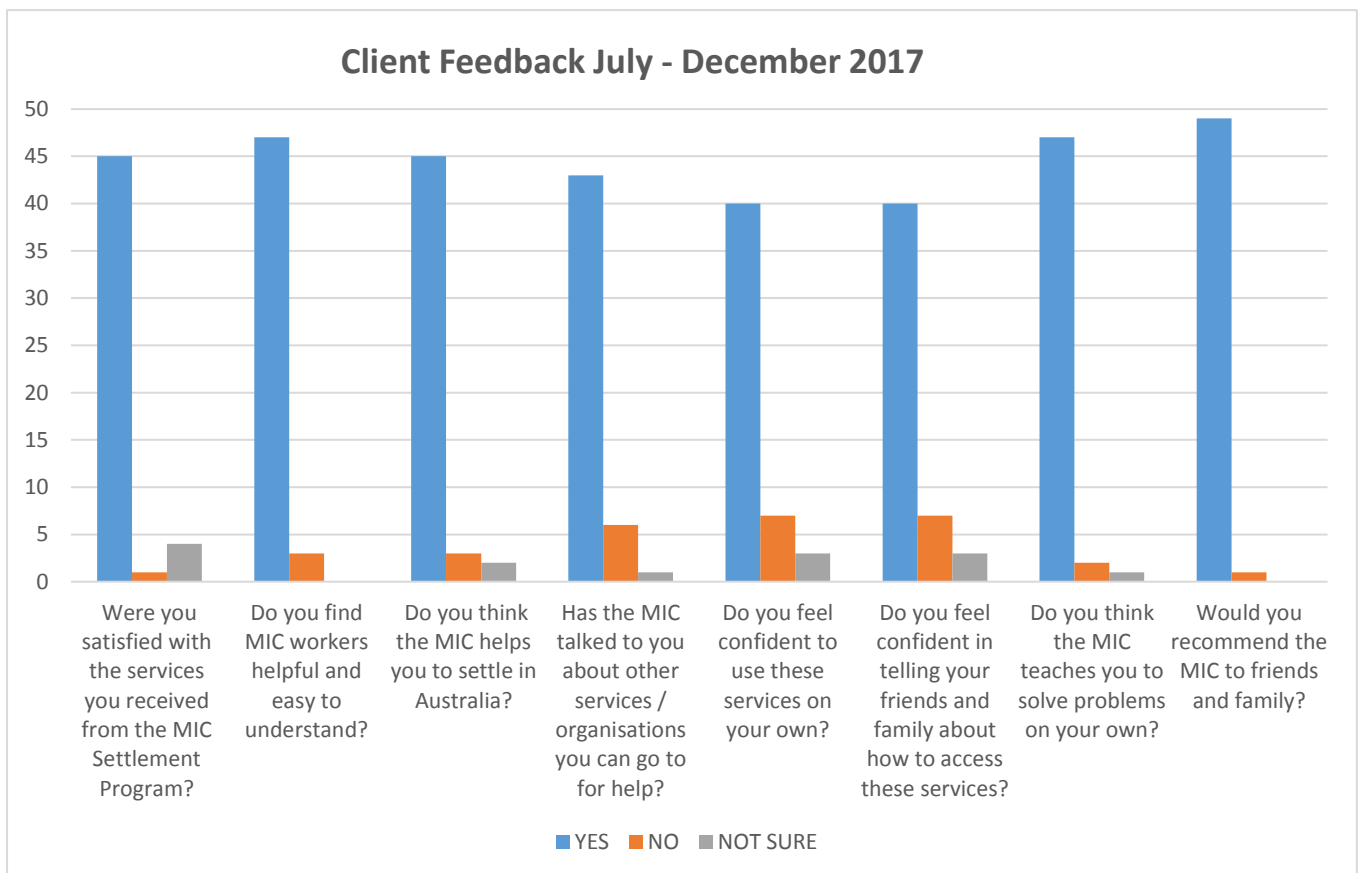


## Settlements Grants Program Client Feedback:

### July 2017 to December 2017

All MIC Settlement Program clients are offered the opportunity to provide feedback on the services 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 of the client survey undertaken in January 2018 with clients who received services from the MIC in the period July to December 2017. One hundred and twenty clients who had received services in this period were randomly selected and telephoned, with a response rate of 45% (54 people).



### Comments:

- Keep up the good work please
- MIC helps me, I will always refer to my friends
- I will come back to MIC when I need help
- MIC are very good
- Good service
- MIC helps us migrant people as new settlers to Australia

- You helped me you did not ask for money from me
- Good, I am happy
- Happy
- Very helpful with language
- My wife did everything for me, no help from MIC
- If I want anything I speak to my case worker and she help me a lot
- We didn't have to use MIC much , but they very nice and helpful
- MIC was very good
- Happy, helped my family
- MIC is good I am getting lot of help
- I am happy with MIC
- I would like to volunteer with MIC, they helped me a lot
- I like it very much I am grateful
- Happy thank you
- I want to thank MIC for everything
- I am happy with MIC
- MIC help me with everything and I'm happy
- Thank you very much MIC
- I have a relationship with MIC for two months now and so far all good
- Caseworker should help more with looking for houses
- MIC helped me a lot
- If the workers could help us to find jobs
- I'm happy
- I want to thank you MIC