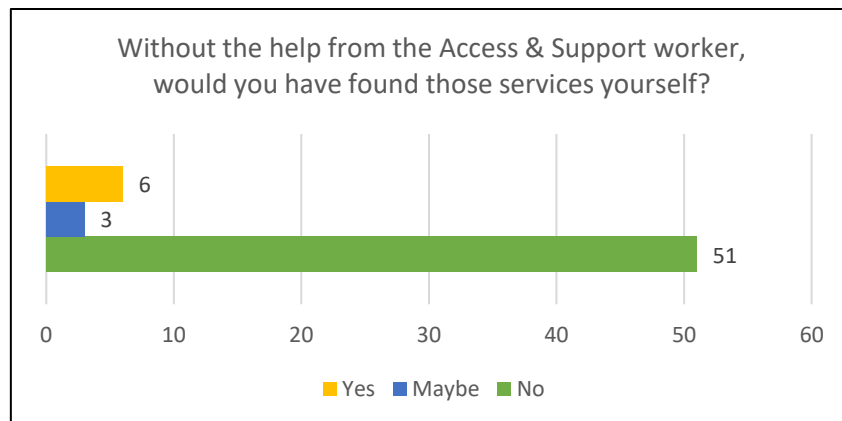




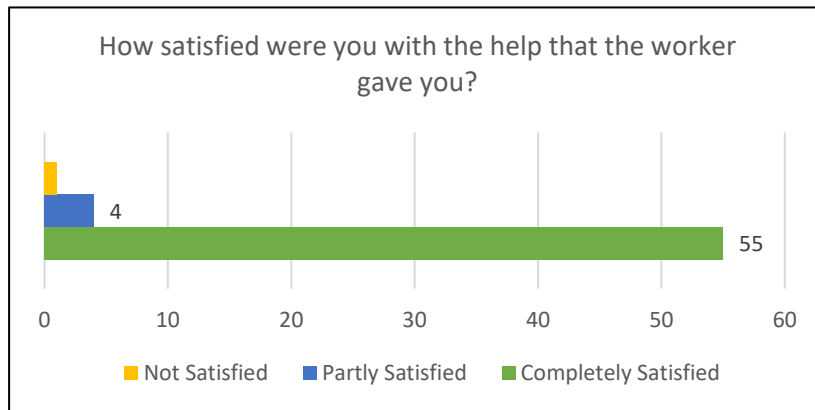
Migrant Information Centre (Eastern Melbourne) (MIC) Access and Support Program Client Feedback Summary 1st January 2019 to 31st December 2019

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 2019 is outlined below. One hundred and seventy-two (172) clients were exited and sixty (60) clients and/or their carers responded to our feedback requests. Some of the reasons for not participating in our survey was due to health and cognitive issues (for example memory loss, dementia, deafness, etc.), moved out of the area, deceased, previously surveyed, not contactable, etc.



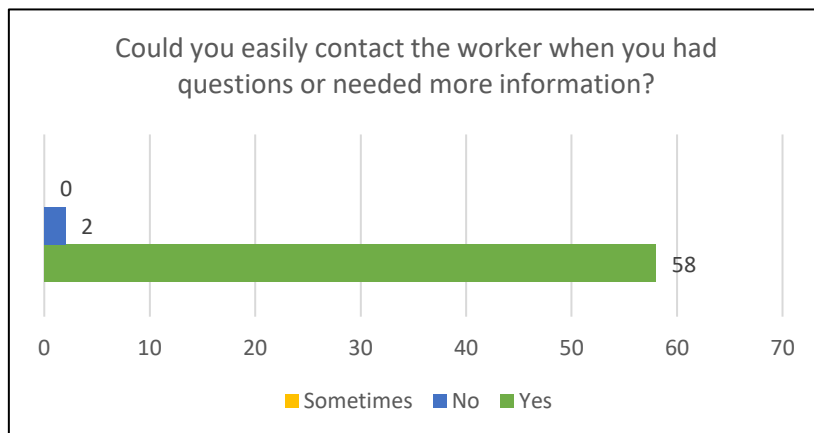
Comments:

- I do not know where to go to get help.
- Language barrier and not able to navigate the services myself.
- I do not know about these services.
- It is easier with the worker's help.
- Eventually, I may find the services myself, but it would take much longer.
- Too challenging.



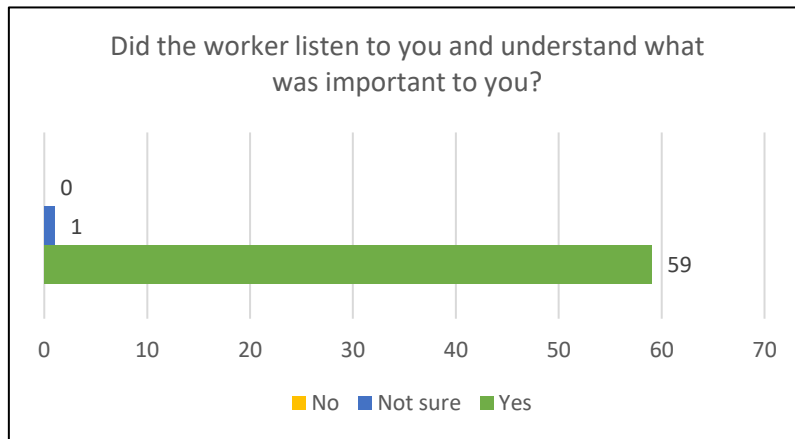
Comments:

- The worker was very patient
- The worker paid attention to details and helpful. Other people were not as helpful.
- We are satisfied because of the very good behaviour.
- Partly satisfied because there was not much the worker could do to help us.
- The worker was very kind. There is a little language barrier.
- Not satisfied because a different worker was allocated to us and no details were received. Slow process.



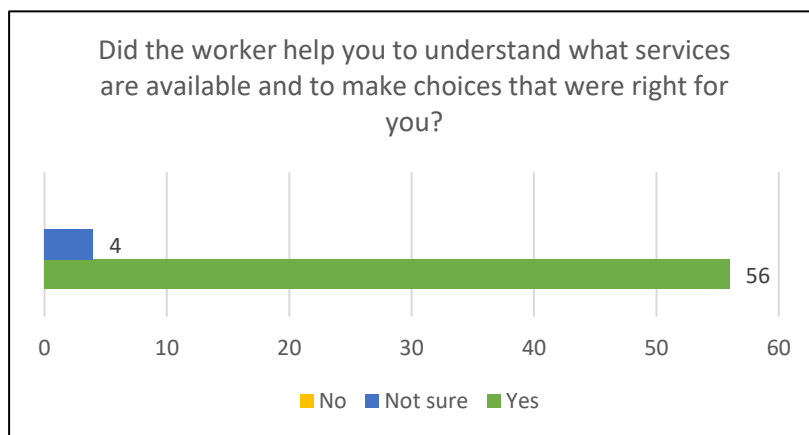
Comments:

- It was not easy because the worker was not always in the office and she called back within a few days.
- The worker responded straight away and would always try to find solutions to our problems.
- The worker will always call me back if she was not available at the time.
- The worker made frequent follow-up calls.



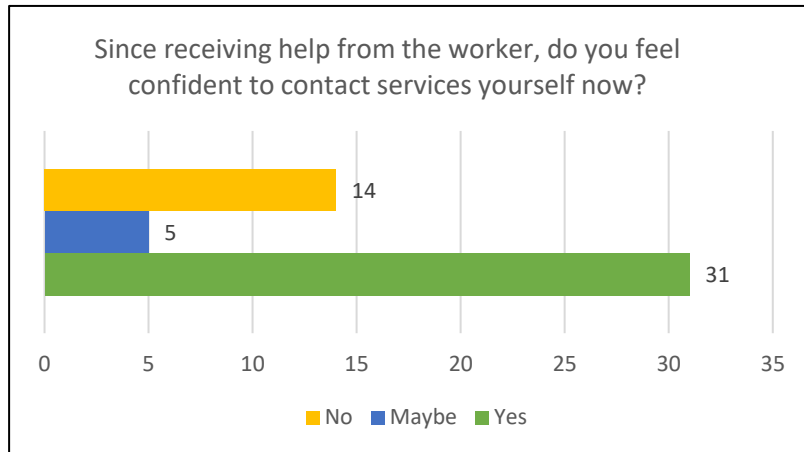
Comments:

- The worker listened to me and my mother and provided us detailed information. These helped us to make the right choices.
- Very understanding and knows our difficulty.
- The worker was very meticulous and paid attention to what was important to us. He provided us with the whole picture which was much better in comparison to other service providers.
- Always took initiative to suggest services that may be more appropriate.



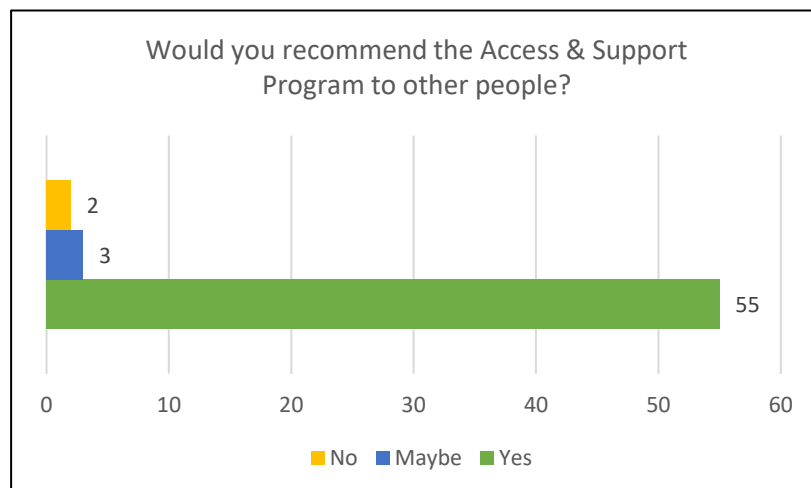
Comments:

- Communication issues and sometimes no interpreter.
- I used to contact the worker whenever I have questions and she will help me understand.
- The worker asked our issues and suggested available services.
- She took me to visit various providers.



Comments:

- I know a lot now and I feel confident to contact services myself.
- Depends on the language. If the provider/case worker speaks Mandarin I could contact them myself.
- I have no need to contact services myself as my worker does it for me.
- No - partly language and lack of knowledge.
- I have tried contacting services myself but without much success.
- I will still require some assistance.
- Yes, but will require an interpreter.



Comments:

- A very good service, I would recommend it to other people particularly those from Non-English-Speaking background.
- Definitely as the worker was very helpful, good, and respectful.
- I am still learning and I am not sure just yet about how helpful this service has been for us as applications are still on-going and we have not yet received approvals for assistance.

- I would like to but I don't know how to.

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

- The service is already good.
- Not much to improve, it is a very good program.
- It is an essential service to Non-English-speaking people.
- Could we continue to contact A&S if we need help in the future?
- Honestly, the worker has helped me receive everything we asked for. Please continue with your services as it gives me and others like me hope.
- You can only do your best. Sometimes, there are cases where you cannot do all you want to.
- If the workers could continue to check on our progress even after our case has been closed.
- Outside of MIC - having a translator to attend appointment as hard to understand on the phone.
- I think everything is good except when I call, the staff speaks to me in English which I don't understand.
- Too early to say, as applications for services are still on-going and have not yet been implemented.
- No suggestion, excellent service.
- Very helpful and very good interpersonal relationship.
- Maybe more written information would be useful rather than verbal.
- No comment but I would like to suggest that you promote your services to the wider community.
- It would be better if you could have more Chinese speaking staff.
- Very happy with your current services. You should introduce your services to local libraries.
- Have bilingual worker that can speak my language.
- I am happy with your current services. Please help more people.
- It is helpful to people from non-English speaking background. Promote your program more because I found out your program by chance. If only I knew the program earlier.

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

- Yes - I have a cleaner now that cleans my house and was also able to purchase a vacuum cleaner.
- The service has improved my mother's living situation a lot. She has multiple medical conditions and was transferred to early housing waitlist by the worker which I was not aware of such criteria previously.
- I just commenced my home care package services and yet to have an opinion. However, I am always cautious of the charges when contacting my case manager. I find it difficult to communicate with the case manager immediately.
- Yes - As we do not understand the environment and it can be very frustrating to get things done. With the help from the Access & Support worker, it was much easier.
- Yes – my husband has received dental services and domestic assistance which made it less stressful.
- It is very helpful, and I hope the program will be available for a very long time.
- Yes - while I was away, someone visits my mother and helps her occupy her time. She is happy to be taken out for activities. Respite stays are much easier to organise now.
- Yes - My father in law is better now but unable to access services due to costs involved.

- Great deal of improvement. Very Grateful.
- Yes- improvement 70-100%
- Yes. The worker always explained to me via interpreter which helped me understand services better. The playgroup has helped us tremendously to socialise and receive information.
- Too early to say, as applications for services are still on-going and have not yet been implemented in our home.
- Service is yet to commence, but I have learnt to understand about services through the worker.
- It has helped my mother a lot especially if we require any equipment aids; we could purchase them immediately instead of being placed on a waitlist.
- I hope to be contacted sometimes. It has improved my life tremendously.
- Yes. The additional services have made my father's life much easier and my caring load too.
- Yes, because it made accessing and application process very easy.
- Yes. We both now are happier and know more people.
- The A&S service exceeded my expectation. However, my husband is quite ill and requires services urgently. It would be helpful if the service could expedite the homecare packages waiting period.
- She has advised me to teach my husband some easy housework so that he can assist me which he does now. I have been contacted by many organisations through this program and I am able to speak to them directly.
- Yes. Able to access those services much easier. Feel relaxed that I can always ask help from the worker if I need.
- Yes. The worker assisted with lots of things. Provided information which was easy to understand. I feel more relaxed now. It was very good.
- Yes - My husband can go out to exercise now which was difficult previously. The worker was very supportive and helped me to understand about services.