

MIC Settlement Service Client Feedback – Jan to Jun 2018



COUNTRY OF BIRTH OF
CLIENTS

24



CLIENTS WHO ACCESED
SETTLEMENT SERVICES

810



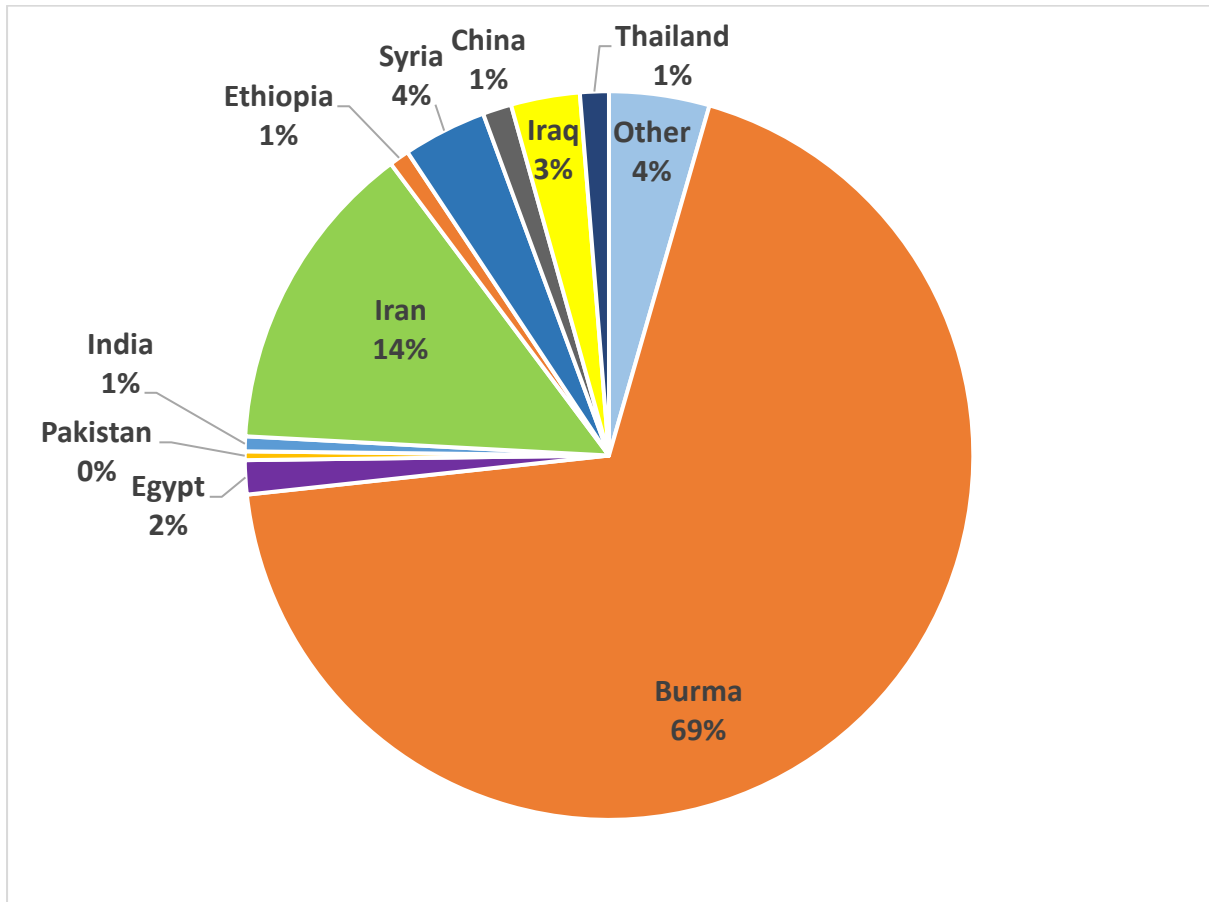
NUMBER OF SETTLEMENT
SESSIONS

2,619

The Migrant Information Centre (Eastern Melbourne) provided settlement support for 810 clients across 2,619 sessions during the period of January 1st to June 30th 2018. Client came from 24 different countries of birth with the graph below displaying the top 10 countries. Within the reporting period 69% of clients came from Burma with clients from Iran making up the second largest group of 14%. Those in the 'other' category had less than 10 people arriving from Somalia, Indonesia, Afghanistan, Liberia, Tibet, Greece, Chad, Vietnam, South Sudan, Malaysia, UK and Venezuela.

Burma	1778
Iran	360
Other	115
Syria	96
Iraq	79
Egypt	39
China	33
Thailand	33
Ethiopia	23
India	17
Pakistan	10

TOP 10 COUNTRIES OF BIRTH OF CLIENTS



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.

95% How satisfied are you with MIC casework services?	100% Do you find MIC workers helpful and easy to understand?	100% Do you think the MIC helps you to settle in Australia?	84% Has the MIC talked to you about other services/organisations you can go to for help?	70% Do you feel confident to use these services on your own?	78% Do you feel confident in telling your friends and family how to access these services?	95% Do you think the MIC teaches you to solve problems on your own?	9% Would you recommend the MIC to friends and family?
---	--	---	--	--	--	---	---