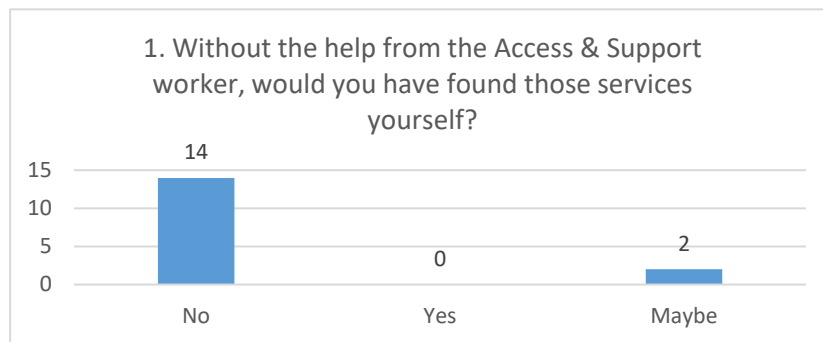


Migrant Information Centre (Eastern Melbourne) (MIC) Access and Support Program Client Feedback Summary 1st Jan to 30th June 2020

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 Jan and 30th June 2020 is outlined below. Seventy-Three clients were exited and Twenty-Three clients and/or their carers provided feedback. Some of the reasons for not participating in surveys are due to health and cognitive issues (for example memory loss, dementia, deafness, etc.), moved out of the area, deceased, previously surveyed, calls not answered, etc.



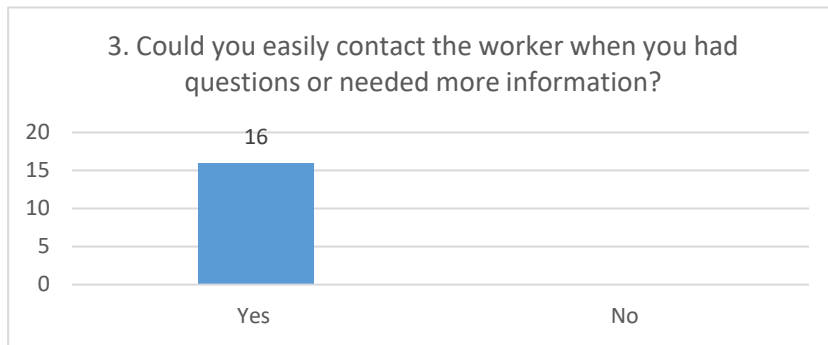
Comments:

- No - because of language barriers.
- No as not knowing what is available.
- No - I don't know of any services in Australia.



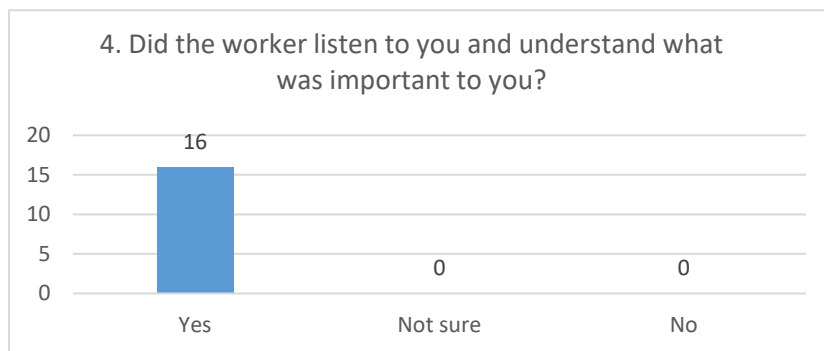
Comments:

- We are satisfied because of the worker's very good behaviour but partly satisfied due to there was nothing much the worker could do for us.



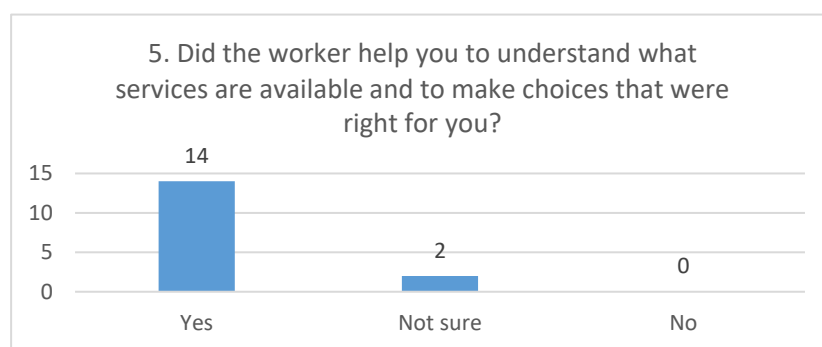
Comments:

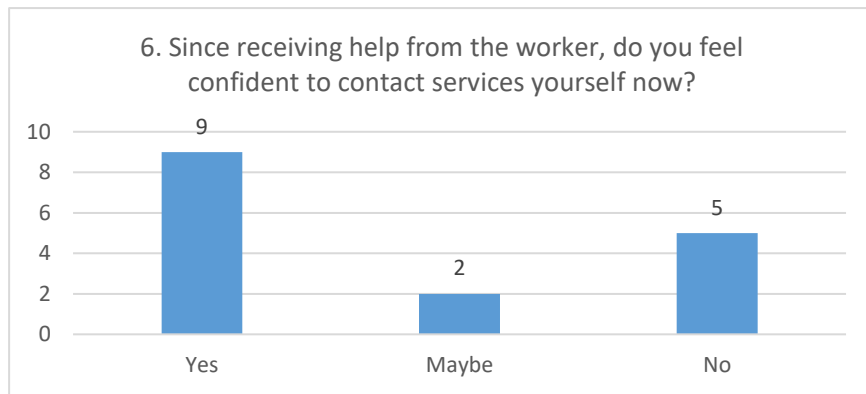
- It was easy to contact the worker as the MIC's office is near our house.



Comments:

- Very understanding and knowing we were in difficulty.
- The worker understands my needs very well.





Comments:

- No - Language barrier.
- No - Still need assistance.
- I tried contacting services myself but without any success.
- No – partly due to language issues and lack of knowledge.
- Yes – I am more confident now.
- I have not contacted any services myself so far because the worker has set up all the services for me already.



Comments:

- Definitely - the worker was very helpful, good and respectful.

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

- Worker to contact client after exit to check their progress.
- Nothing all good.
- If there were services where elderly can socialise together.
- Not sure.
- Language - to use on site interpreter all the time.
- Only thing we are not sure about is, if we are still allowed to contact the Access & Support Program.

- Honestly, everything I asked for, the worker helped me with. Please continue as your service gives me and others like me hope. It is very helpful, and I hope the worker will be available as long as possible.
- You can only do your best. Sometimes, there are case where you cannot do all you want to.

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

- Receiving home care help.
- Yes, it has helped with home cleaning and Power of Attorney application.
- Great deal of improvement and very grateful.
- Yes- improvement 70-100%.
- Helped receive services for me to attend my social group.
- Yes - house cleaning, gardening through hcp.
- Yes - As we do not understand the environment; it could be very frustrating to get things done. With the help from the worker, it was much easier.
- Yes, we know where to go now and the payment benefit received gives us some relief.
- Yes – we have a volunteer that visits my mother and takes her out to some activities which makes us feel very happy and relieved. Respite stays are easier to organise now.
- Yes - My father in law is better now but unable to access services due to costs involved.