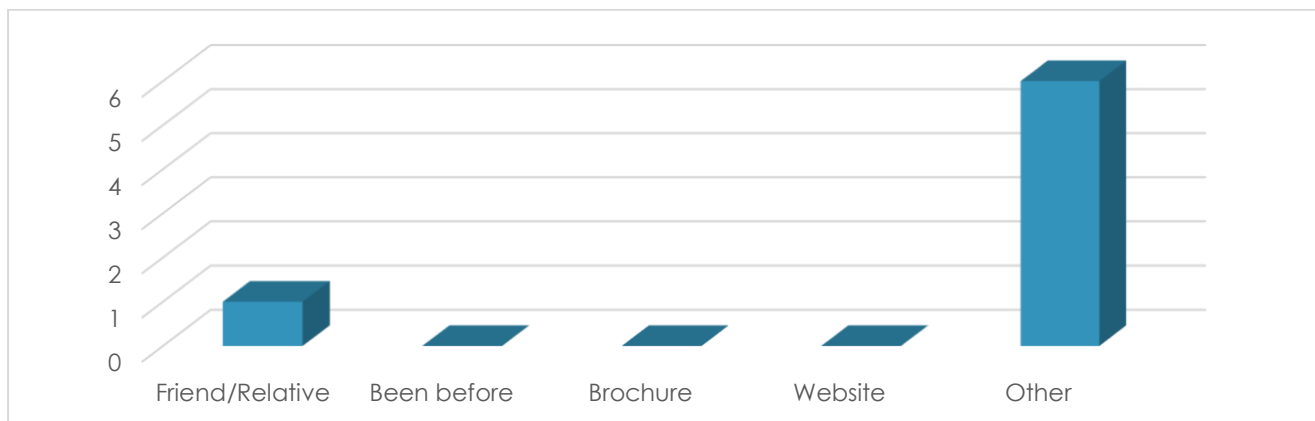


# Family Violence Program

## Client Feedback Questionnaire July 2020 – December 2020

### Question 1: How did you find out about the service at the Migrant Information Centre (MIC)?



“Other” included:

*MIC Case Worker (2 participants)*

*Intouch*

*EDVOS*

### Question 2: How would you rate the Migrant Information Centre in the following areas?

Please note that this questions was not applicable as counselling during this period was provided on ZOOM due to COIVD-19 restrictions.

### Question 3: What were the major issues that you needed help with?

*Separated from husband (3 participants)*

*Family violence (2 participants)*

*Run away from husband from overseas as I was facing domestic violence*

*Depression*

#### Question 4: How did you think talking about problems would help?

*The counsellor helped me not to rely on others and helped me to make decisions on my own (2 participants)*

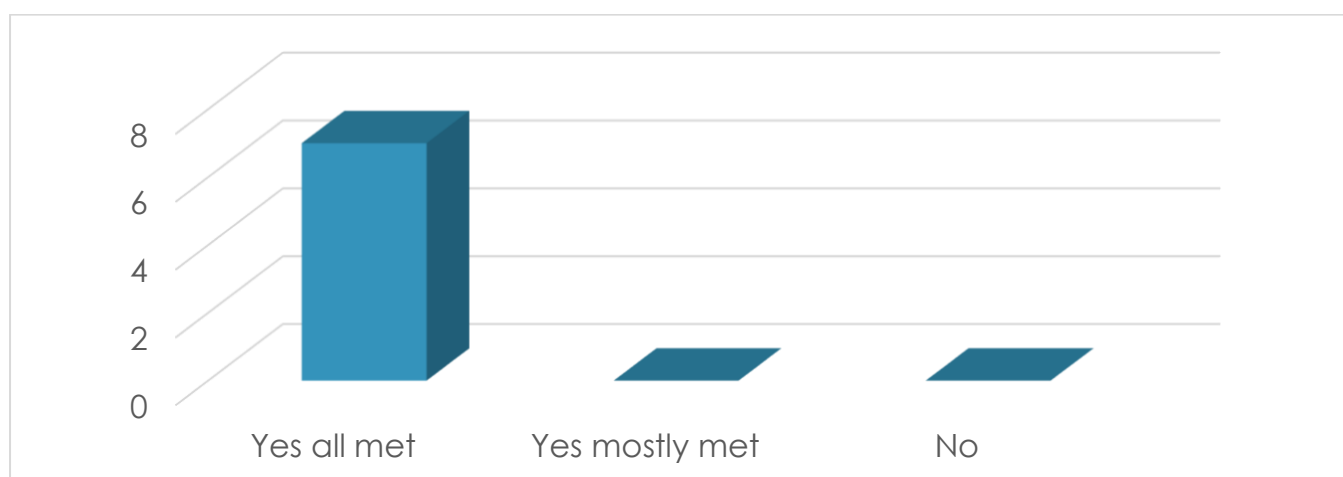
*The counsellor was the only person who was attentive, listened to me and give me some advice (2 participants)*

*At first, I did not think it would be helpful but after several sessions, the counsellor helped me to see life in a positive way*

*More confident in myself and getting better*

*Less burden on my shoulders when I talked with the counsellor*

#### Question 5: Were your expectations met?



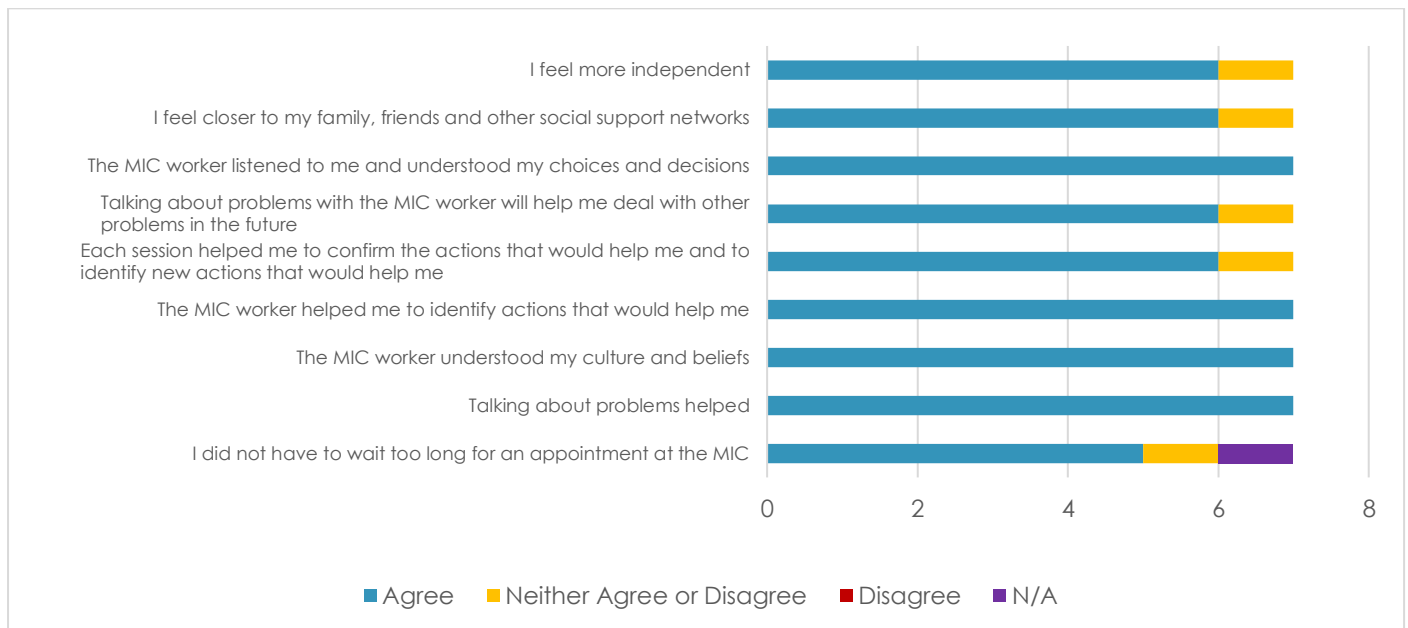
*The counsellor listened to me attentively and helped me to make decisions on my own (2 participants)*

*The counsellor checked on me every week and gave me advice on how to relax from my situation*

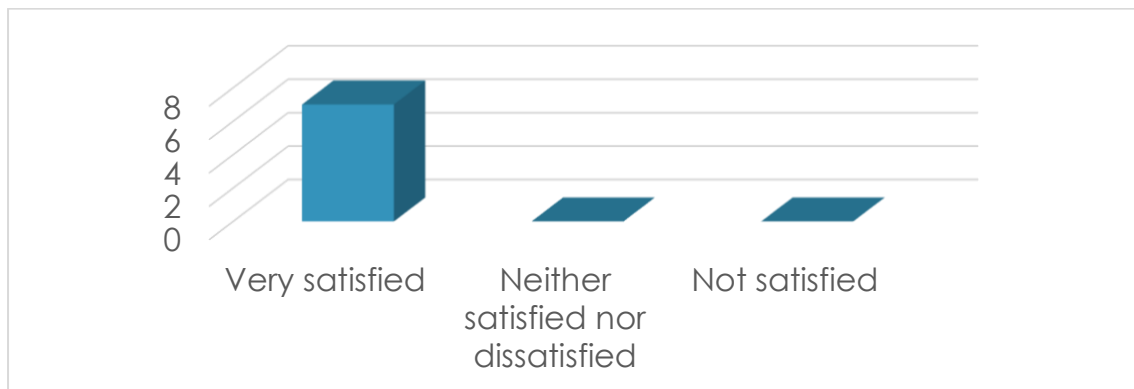
*The counsellor was the only person who listened to me, was very attentive and understood who I am*

*The counsellor gave me advice on how to relax*

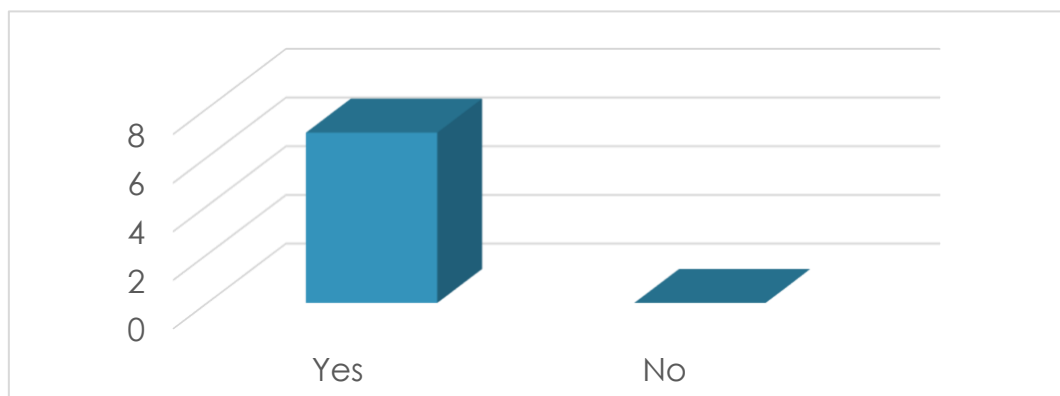
**Question 6: Thinking about your experiences of talking about problems with an MIC staff member, please indicate whether you agree or disagree with the following statements.**



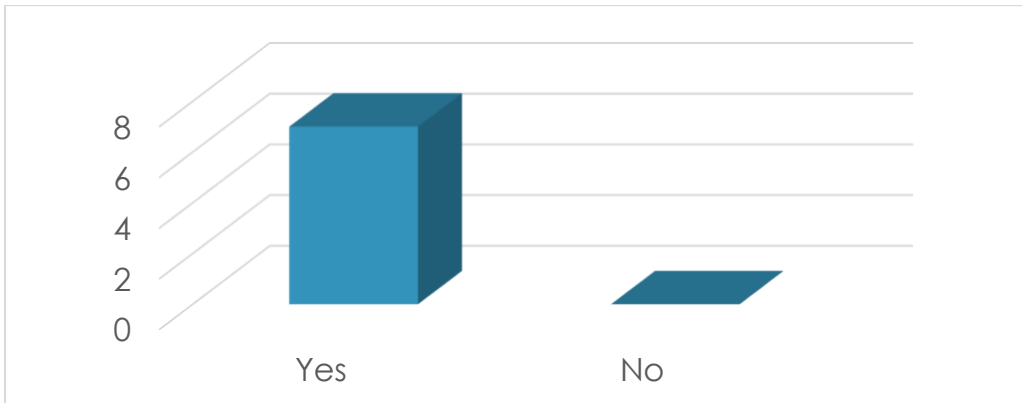
**Question 7: Overall how satisfied were you with your experience at the MIC?**



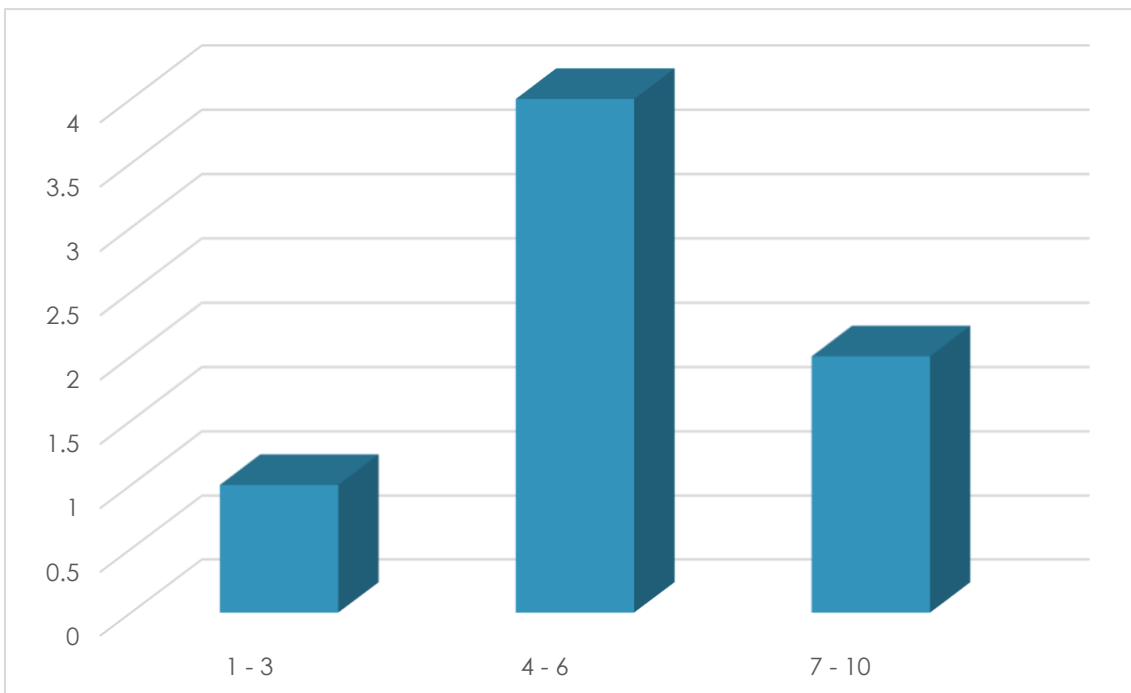
**Question 8: Would you use the service again?**



**Question 9: Would you recommend the service to family/friends?**



**Question 10: How many sessions did you attend?**



**Question 11: Any further comments?**

*The counsellor is fantastic  
Thank you for everything  
I am happy to have met the counsellor*