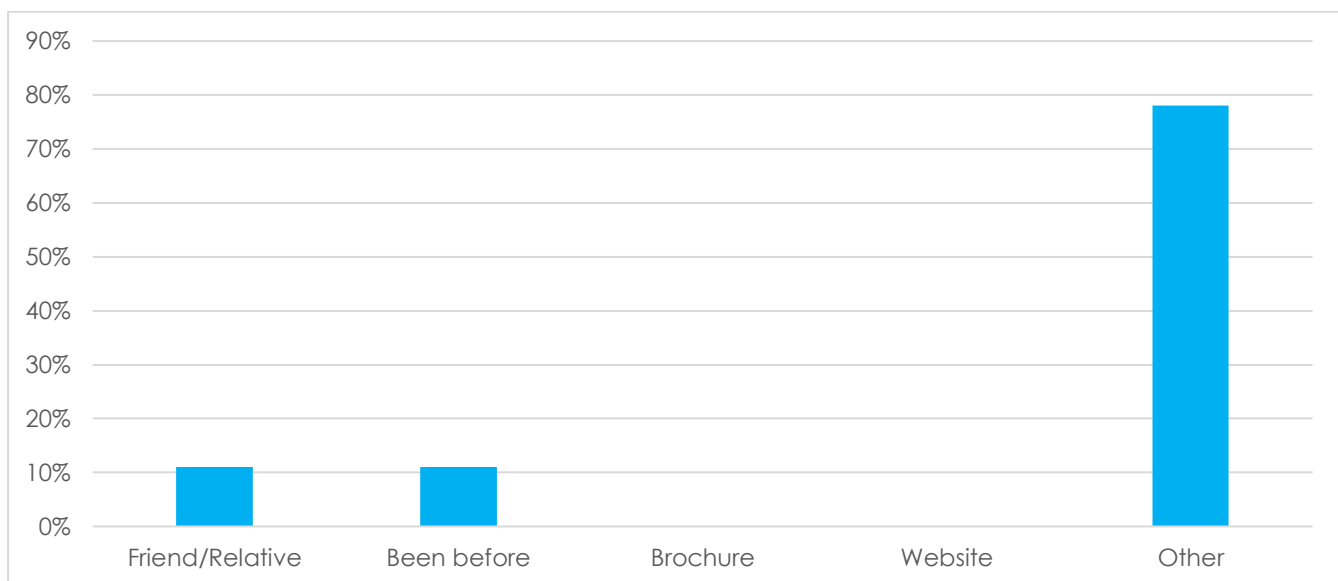


# Family Violence Program

## Client Feedback Questionnaire July 2020 – June 2021

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



“Other” included:

MIC Case Worker. (3 participants)

Intouch.

EDVOS.

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

	Poor				Excellent	
	1	2	3	4	5	N/A
<b>Finding the Centre</b>				100%		
<b>Close to public transport</b>					100%	
<b>Available car parking</b>				100%		
<b>Opening times for service</b>				100%		
<b>Reception/waiting area is comfortable</b>			100%			

Please note that these questions were not applicable to most participants as counselling during this period was provided on ZOOM due to COVID-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.*

*Emotional distress.*

### 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 gave me some advice. (2 participants)*

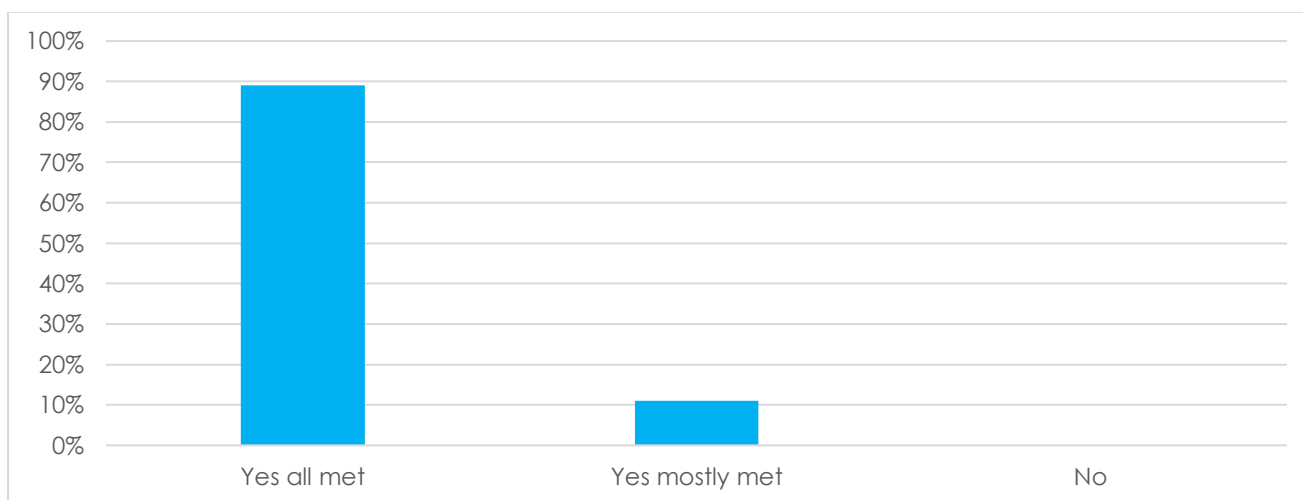
*At first, I did not think it would be helpful but after several sessions, the counsellor helped me to see life in a positive way.*

*More confident in myself and getting better.*

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

*It was a relief when talking 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)*

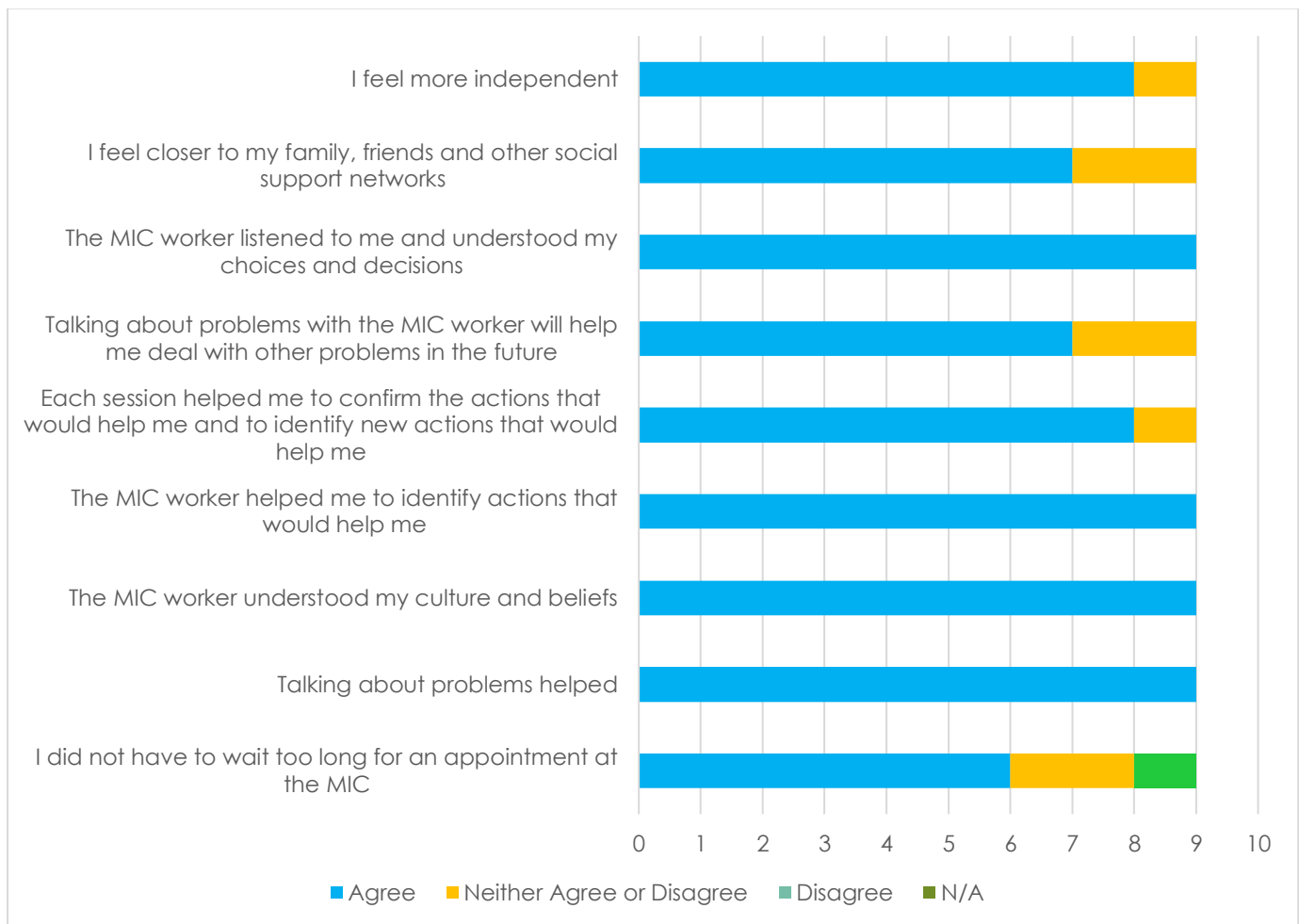
*The counsellor checked on me every week and gave me advice on how to relax from my situation.*

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

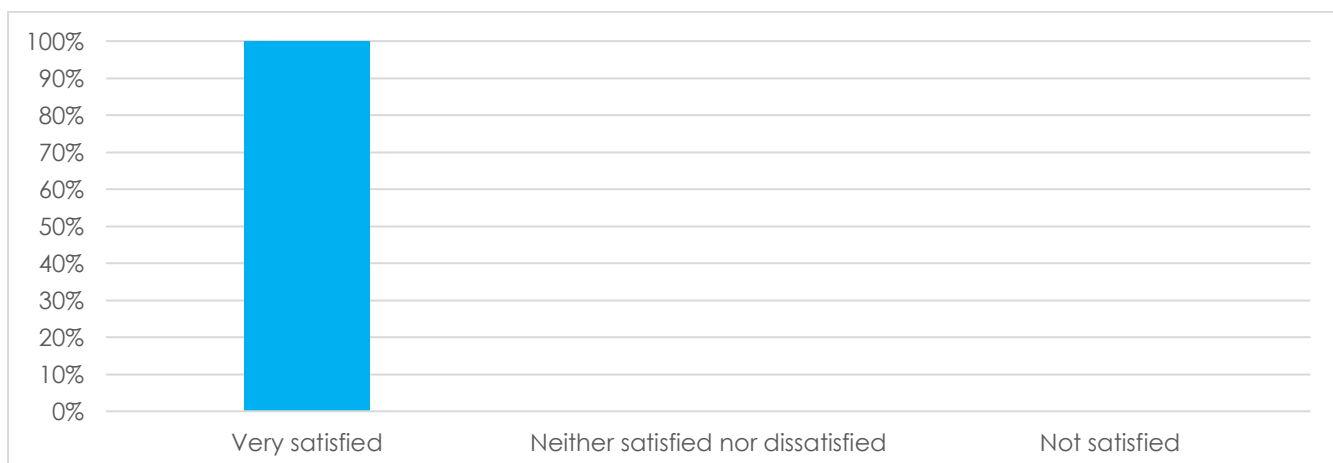
*The counsellor gave me advice on how to relax.*

*It helped me to make decisions on your own.*

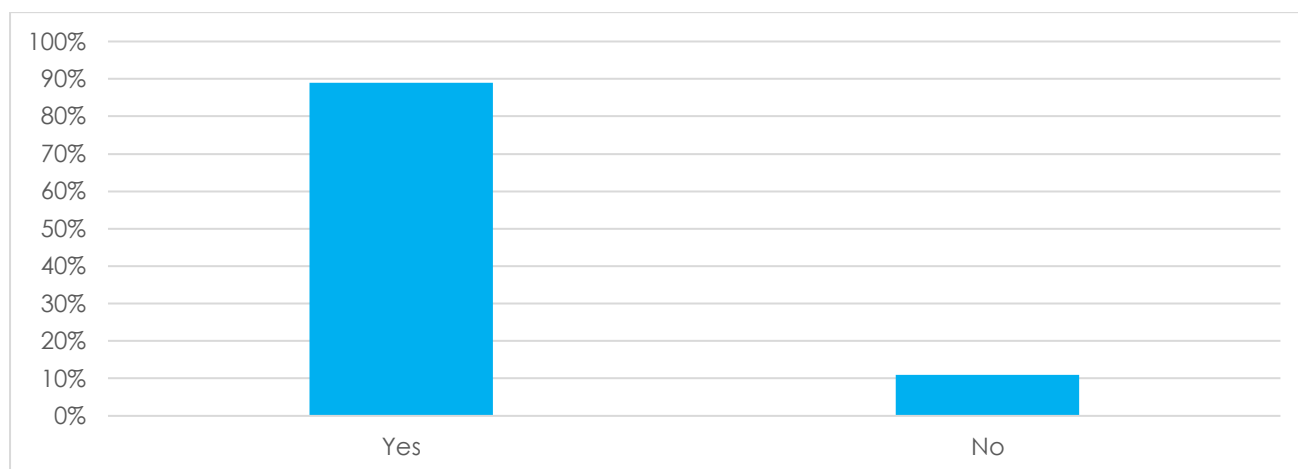
**Question 6: Thinking about your experiences of talking about problems with an MIC staff member, please indicate whether you agree or disagree with the following statements.**



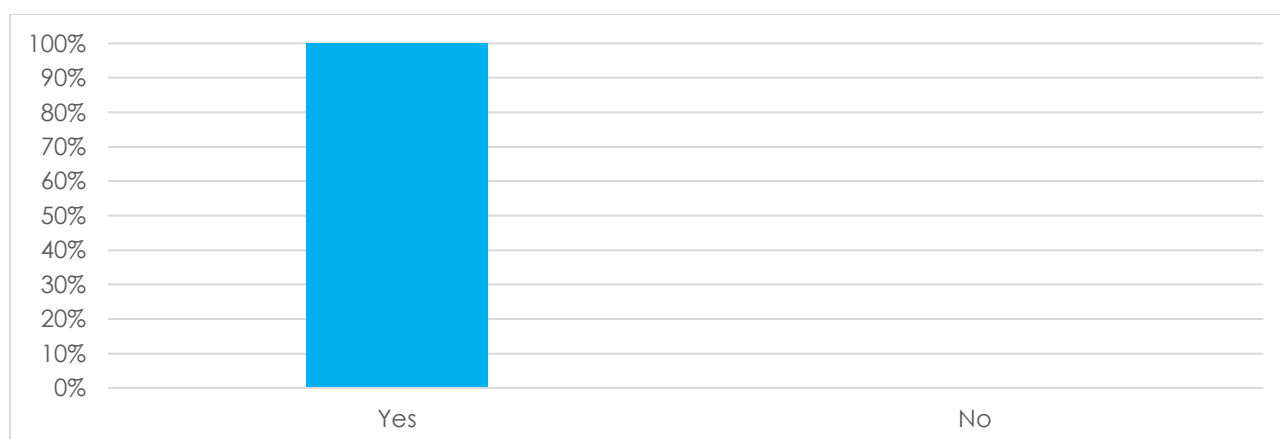
**Question 7: Overall how satisfied were you with your experience at the MIC?**



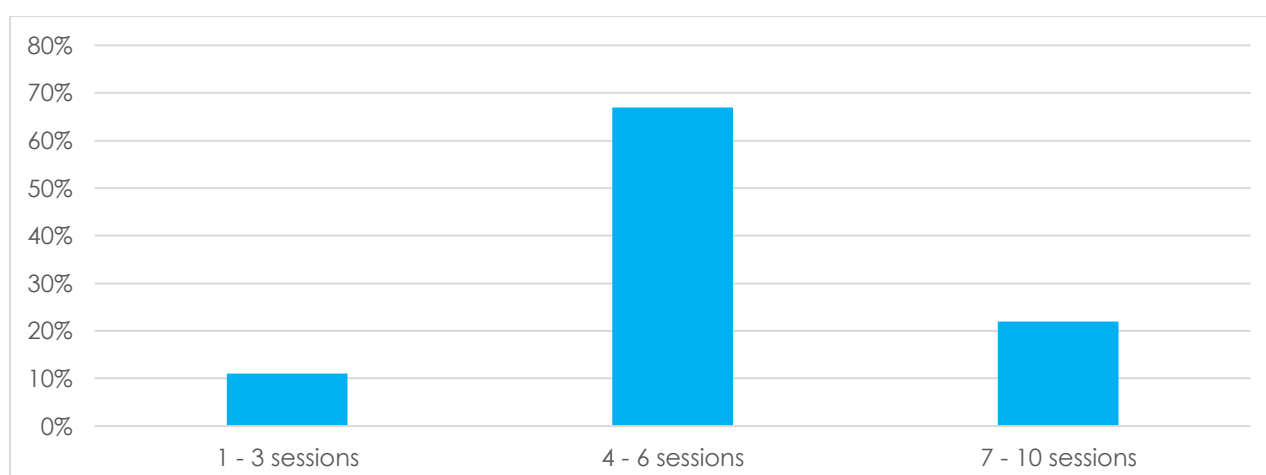
### Question 8: Would you use the service again?



### 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.*

*Had a good session with the counsellor. Unfortunately, with lockdown I did sessions over the phone but would prefer face to face in the future.*