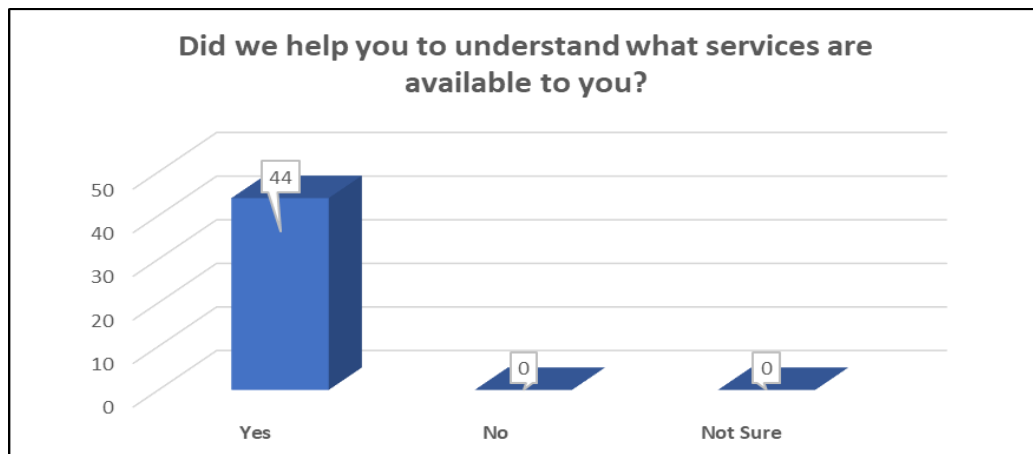


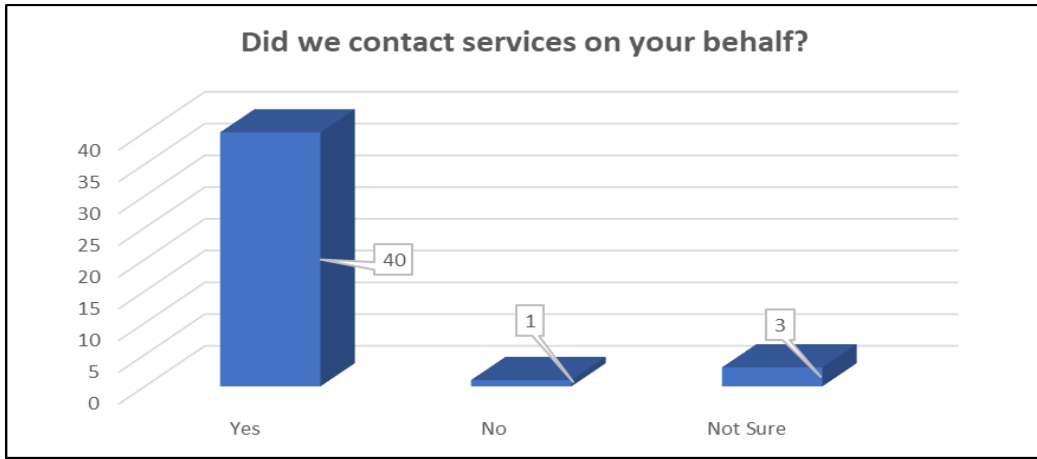
## Migrant Information Centre (Eastern Melbourne) (MIC) Access and Support Program Client Feedback Summary 1<sup>st</sup> July 2021 to 30<sup>th</sup> June 2022

The Access and Support (A&S) 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 1<sup>st</sup> July 2021 and 30<sup>th</sup> June 2022 is outlined below. One hundred and eighteen clients were exited for the financial year of 2021 to 2022 and forty four 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.



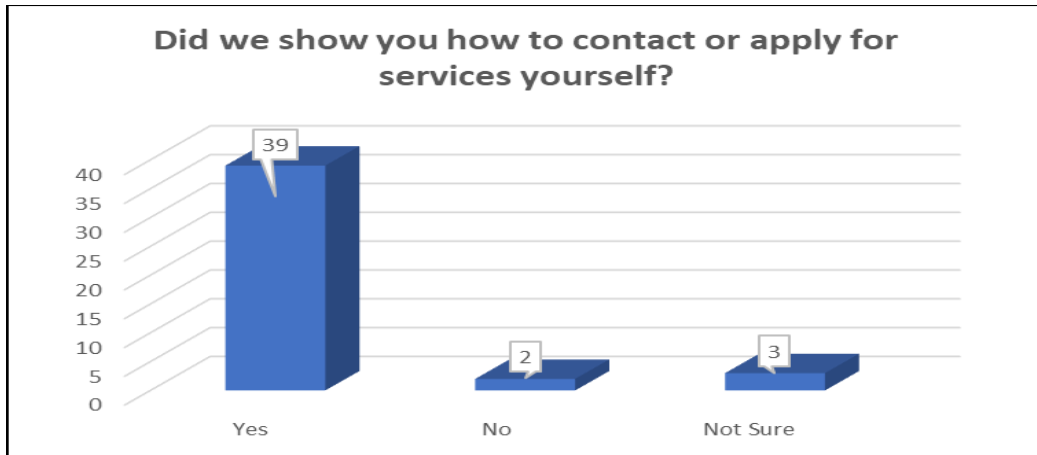
### Comments:

- The worker was very patient in explaining all the different services to me, as I don't understand English and have little knowledge about services in Australia.
- Yes, especially information on HCP (Home Care Package) providers. The information was very helpful.
- The worker helped us a lot as we didn't know what services we were eligible for and unable to speak English. She was very patient and explained everything clearly.
- The worker was very helpful. She made it very easy for me by providing all the information and explaining clearly to me. She also made me feel very comfortable and guided me with her knowledge.
- Definitely. The worker helped us understand what services are available and explained what the services can do for us.
- The worker helped us understand the whole NDIS process and what support documents were needed.
- The worker provided us so much information on services available to us which we did not know previously.



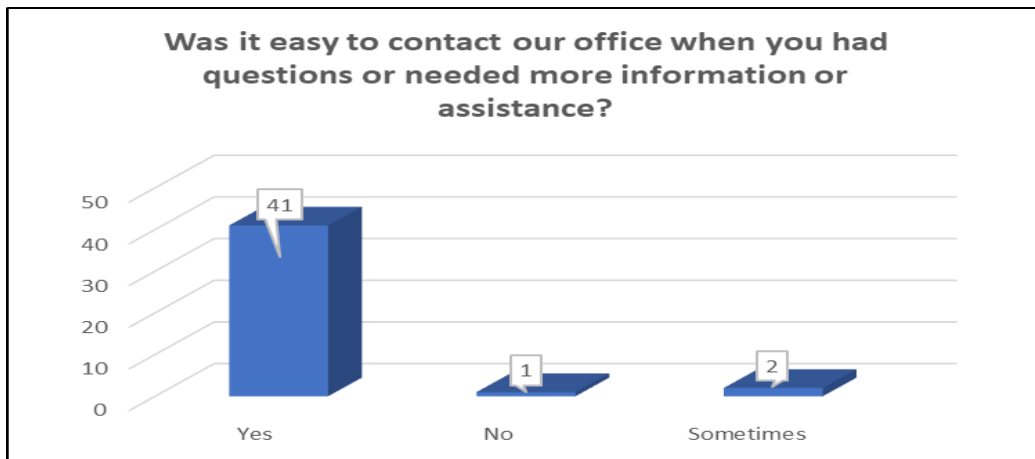
**Comments:**

- The worker contacted Aged Care services on my behalf.
- If I didn't have time to do it, the worker would follow it up on my behalf.
- The worker provided a list of providers and I called them myself.
- The worker contacted our general practitioner, specialists and hospital.
- The worker helped to contact allied health services to install grab rails for my mother and carer support services to support me as a carer.



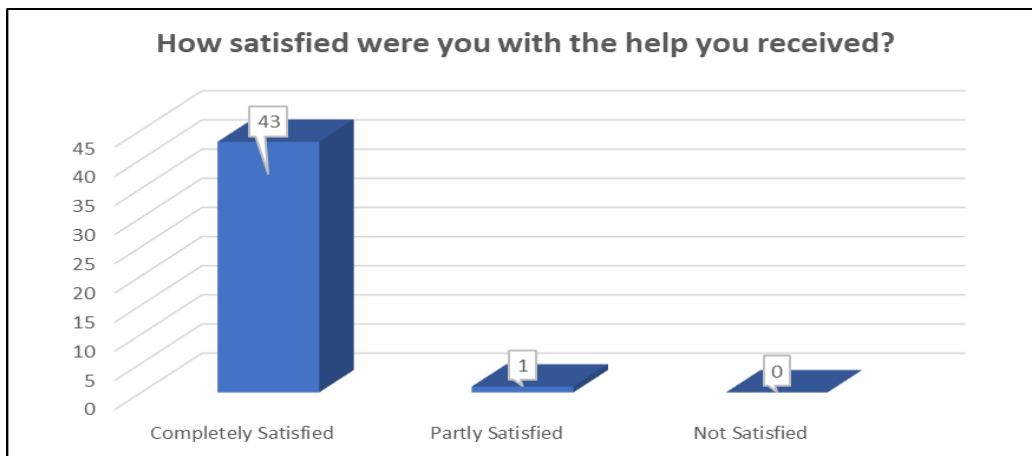
**Comments:**

- The worker explained everything and I have tried to contact the providers myself but unfortunately none of their support workers could speak our language.
- The worker advised me on the process to help me contact providers independently.
- The worker contacted all the services on my behalf due to language barriers.



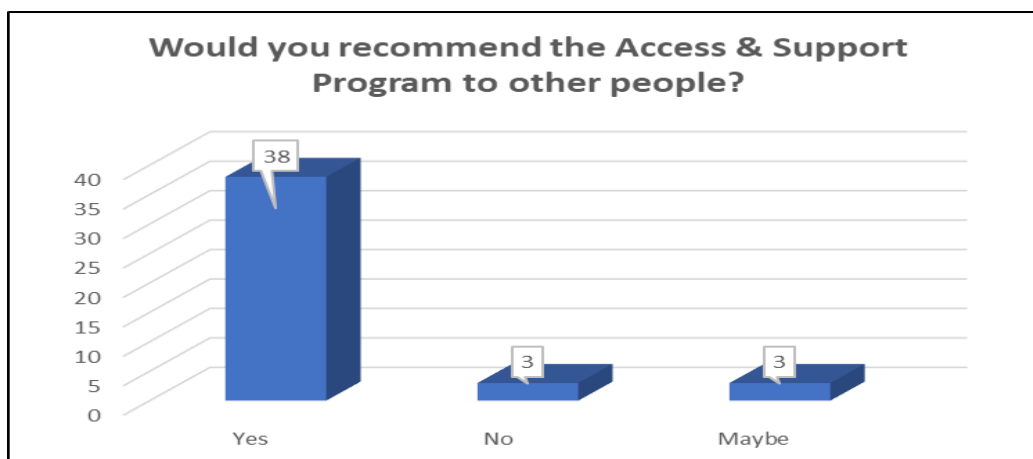
**Comments:**

- The worker calls me most of the time. I don't usually make calls due to my memory issues.
- The worker always replied to my phone calls if she was not available to speak to me immediately.
- The worker always called me to follow up on my mother's situation.
- Most of the time it was the worker who contacted me regularly to follow up.
- We communicated via email as I am not always available through phone.
- The worker is very knowledgeable, always reminding me of things that I have forgotten to do.



**Comments:**

- The worker tried her best to help me understand the services as much as she can.
- Partly satisfied because I am not happy with my home care provider.
- We are very happy with your services.



**Comments:**

- I have recommended my friends to your services.
- I did not recommend to anyone due to covid pandemic. I have not been socialising much.
- I would recommend my friends to the program.

**Any suggestions on how we can improve our services and other comments?**

- We are satisfied with the services received from A&S but unhappy with the Home Care Package fee that we must contribute. We cannot afford it now but may use it in the future.
- Happy with services received from A&S and will recommend A&S Program to friends and relatives.
- I think it will be great if you could explain all the other services provided by MIC besides the Aged Care services.
- Thanks to your program especially my worker who was very caring and responsible.
- Had difficulty completing the survey due to cognitive and memory issues.
- I feel disappointed as most services were not able to meet my father's needs due to language barrier. I am exhausted and would like some respite from time to time but not able to find any suitable support workers to communicate with my father.
- I am not happy with the Home Care provider because of high rates and charges.
- The worker was very patient. She was very helpful. There are a lot of people like me who are easily confused and need guidance. It is important to have someone like her to guide us step by step.
- A&S services is very good and thank you very much for supporting us.
- The whole process was smooth and the worker followed through all the referrals and I am extremely happy with the services.
- We tried applying for NDIS ourselves but wasn't successful. We didn't understand fully what was required. After the worker came into the picture, she made the application process easy.