

Family Violence Program

Client Feedback Questionnaire July 2021 – December 2021

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

- "Other" included:
EDVOS (3 participants)
Monash University
Intouch
Kara House

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

	Poor				Excellent	
	1	2	3	4	5	N/A
Finding the Centre					100%	
Close to public transport	17%				50%	33%
Available car parking		17%			66%	17%
Opening times for service					100%	
Reception/waiting area is comfortable					100%	

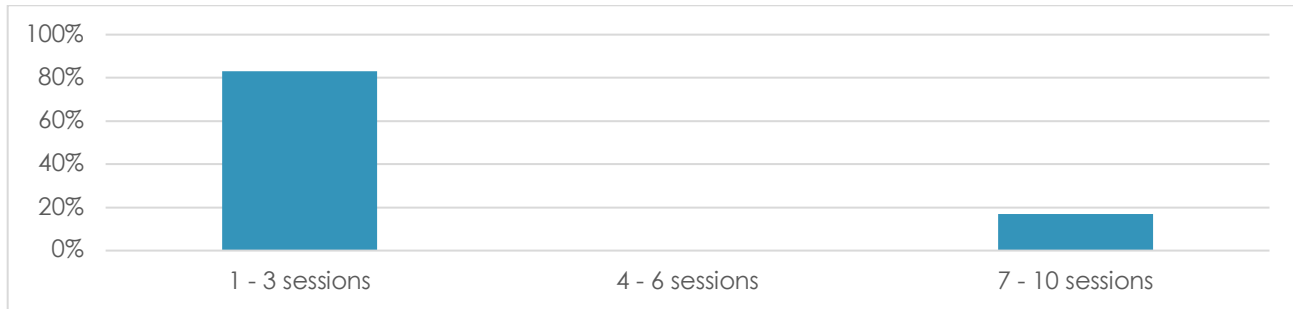
Question 3: What were the major issues that you needed help with?

- Family relationships (3 participants)
- Family violence (3 participants)

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

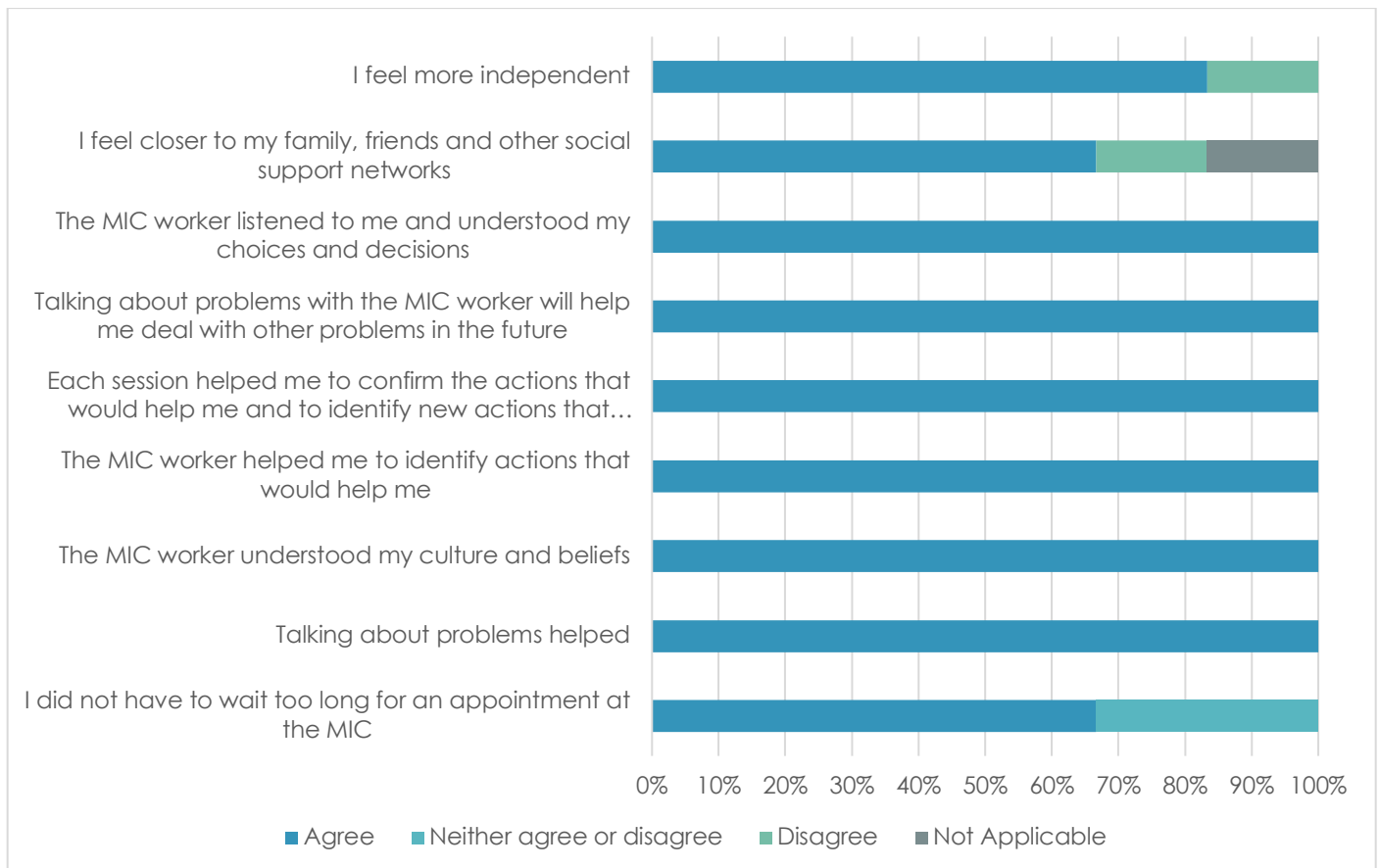
- The counsellor helped me to release my anxiety.
- The counsellor helped me to express myself clearly and release the stress in me.
- The counsellor is a very good listener and helped me to make future goals in my life.
- I had troubled to sleep, and the counsellor gave me some advice to release my stress and gave me some techniques to have a better sleep.
- The counsellor understood me very well compared if I was talking with a friend. It was easier for me to communicate with the counsellor.

Question 5: Were your expectations met?

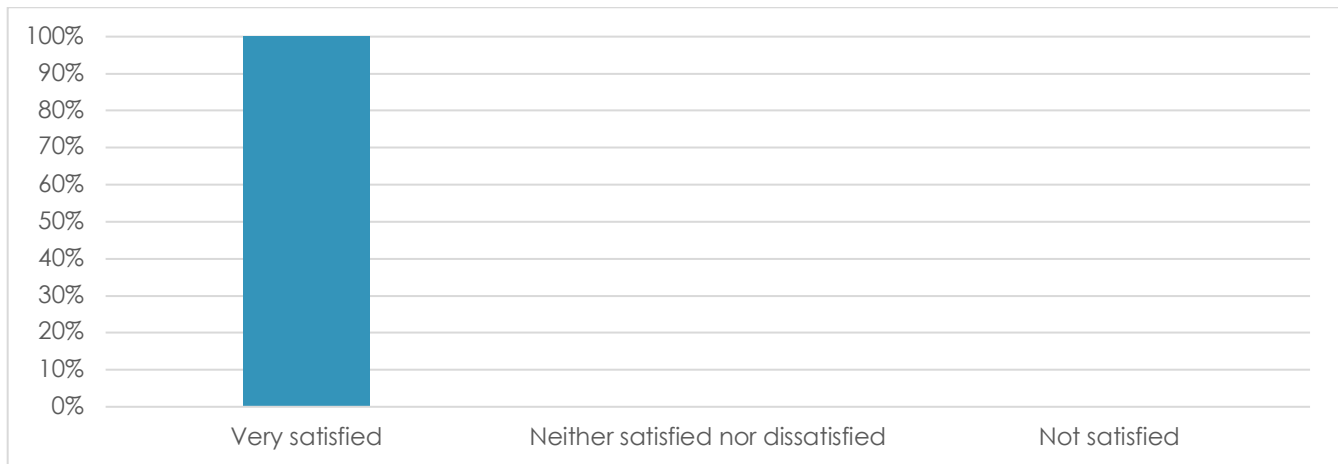


- *Yes but not for everything for legal issues*
- *The counsellor gave me advice for my safety and the safety of my children.*
- *The counsellor helped me to relieve all the stress through my situation.*
- *I have never seen a counsellor before. I was surprised how the counsellor approached me and put me at ease to talk about my problems. The counsellor understood me well.*
- *It was the first time someone understood me very well.*

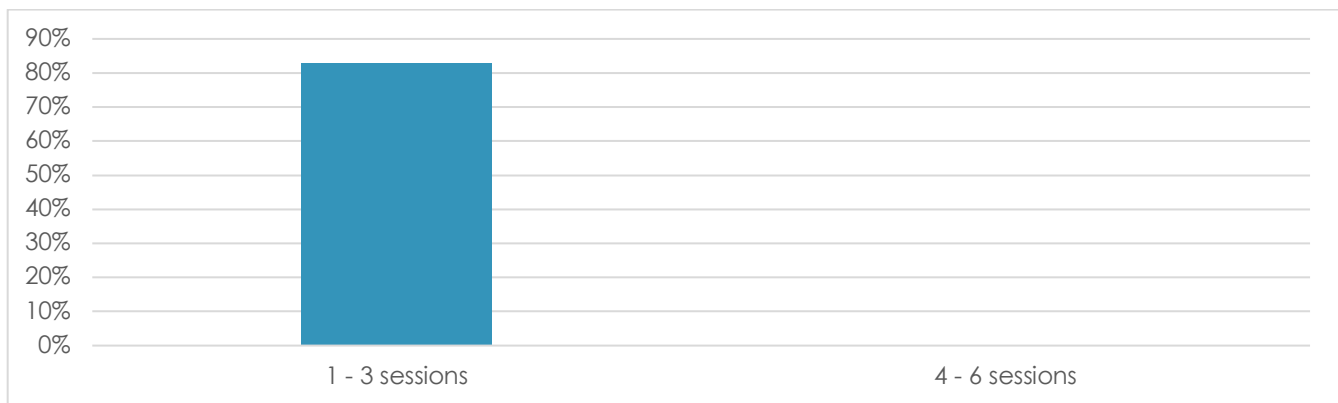
Question 6: Thinking about your experiences of talking about problems with an MIC staff member, please indicate whether you agree or disagree with the following statements.



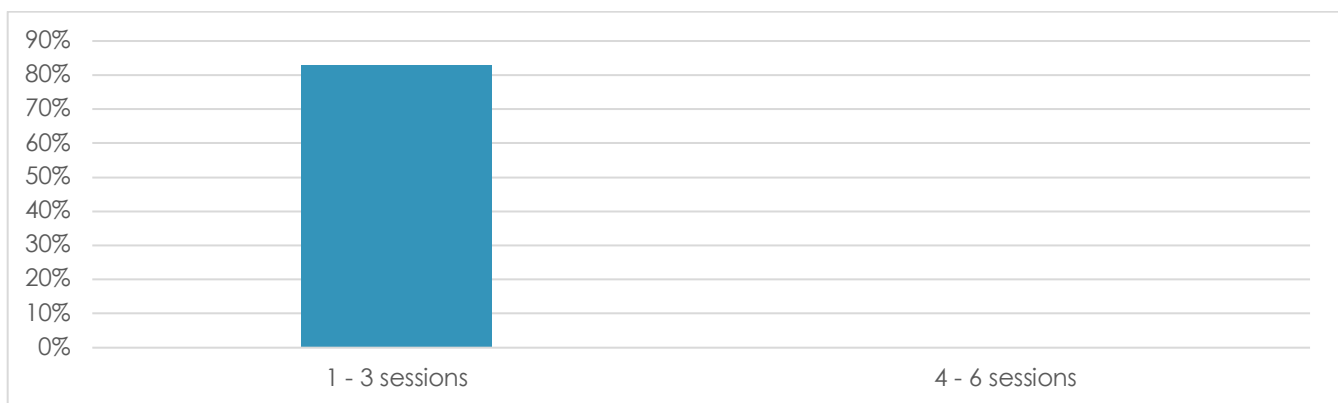
Question 7: Overall how satisfied were you with your experience at the MIC?



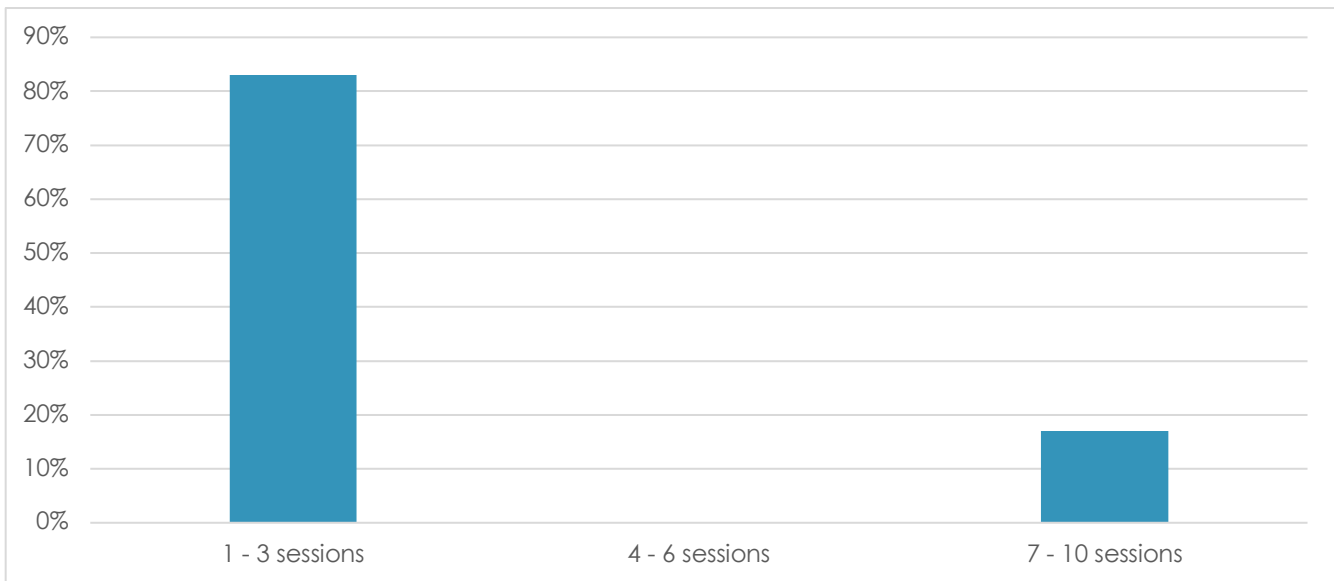
Question 8: Would you use the service again?



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



Question 10: How many sessions did you attend?



Question 11: Any further comments?

- *Thank you for your support through all your sessions X 2*
- *I might see the counsellor again in the future.*