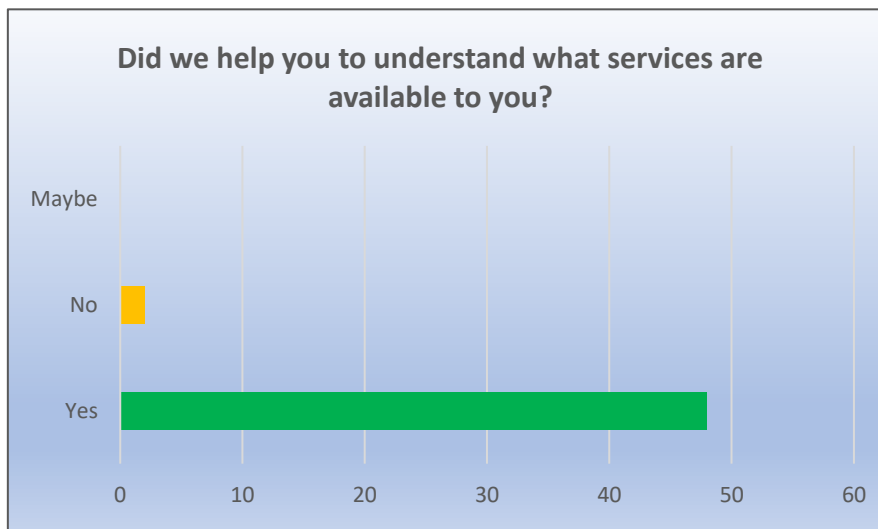




Migrant Information Centre (Eastern Melbourne) (MIC) Access and Support Program Client Feedback Summary 1st July 2022 to 30th June 2023

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 1st July 2022 and 30th June 2023 is outlined below. One hundred and fifty-seven clients were exited for the financial year of 2022 to 2023 and fifty 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.



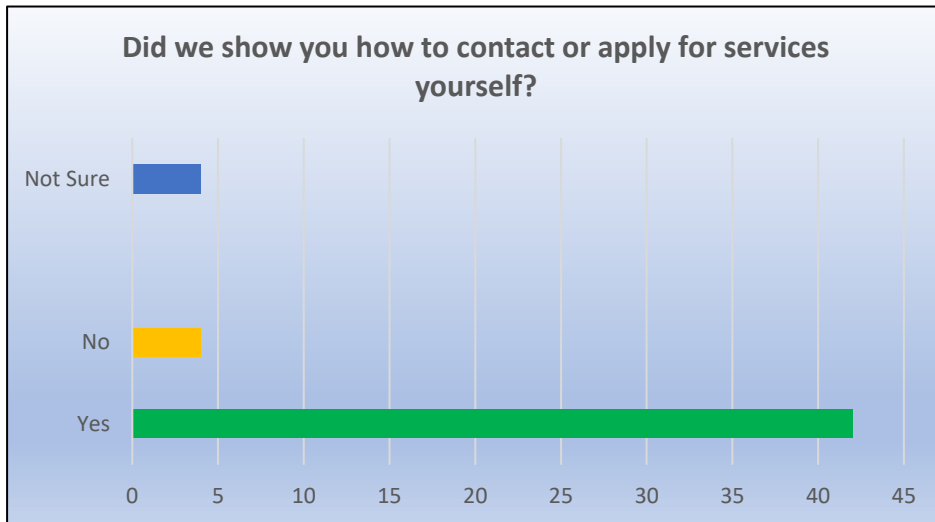
Comments:

- They provided us with useful information and helped us to understand the services.
- Just mentioning the worker's name comforted the client.
- The worker has given me a great deal of help and lots of relevant and useful information. She was patient and very responsive.
- Yes. Very valuable and very helpful.



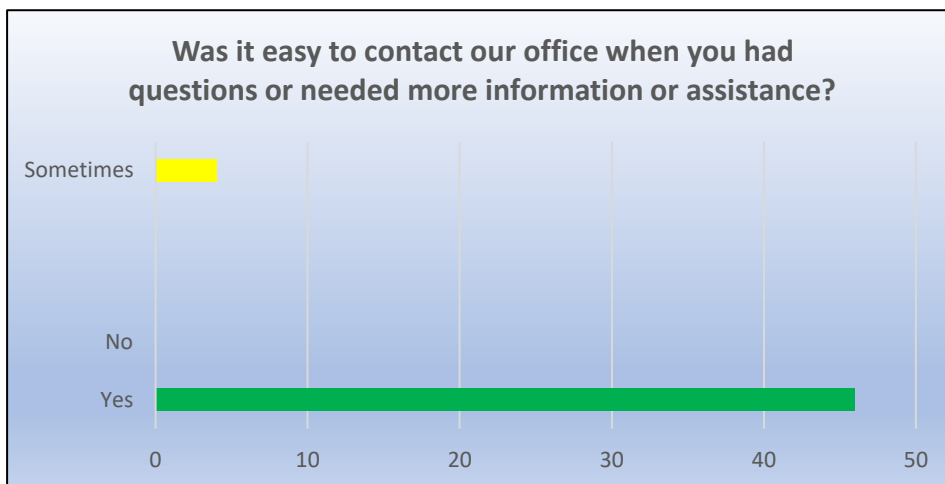
Comments:

- No services were organised.
- I sometimes need the worker's help to contact services on my behalf. The worker provided me with a list of service providers, and I called them myself.
- They contacted the Chinese delivered meals for my husband. As a result, we received two meals but cancelled the services as the meals were not good. I understand it's not under your control.
- Yes. The worker organised all the services and resolved my mother's issues. She has helped ease my caring load.
- Yes. The worker has provided me great advice and precise information. She was very experienced and professional. Her advice was all very helpful and invaluable.
- The worker contacted all services on my behalf due to limitation on my language skill. All my issues have been resolved to my satisfaction. She took extra effort and has become my dependable adviser.
- The worker contacted all the service providers. She was very professional and exceeded our expectations.



Comments:

- Yes, and I can speak to the providers independently.
- I will still need some help from the worker.
- The worker showed me how to call services by giving me the contact details and instructions.
- No due to language barriers.
- We are now more confident to contact services ourselves.
- The worker guided me and gave good explanations.
- Yes. I have been given the list of providers and instructions on how to apply for services.
- Yes, but I still will require assistance with some of the processes and navigation.
- Not sure due to memory issues.
- Yes, the worker dealt mostly with my daughter, and most likely shown her how to apply for the various services available.



Comments:

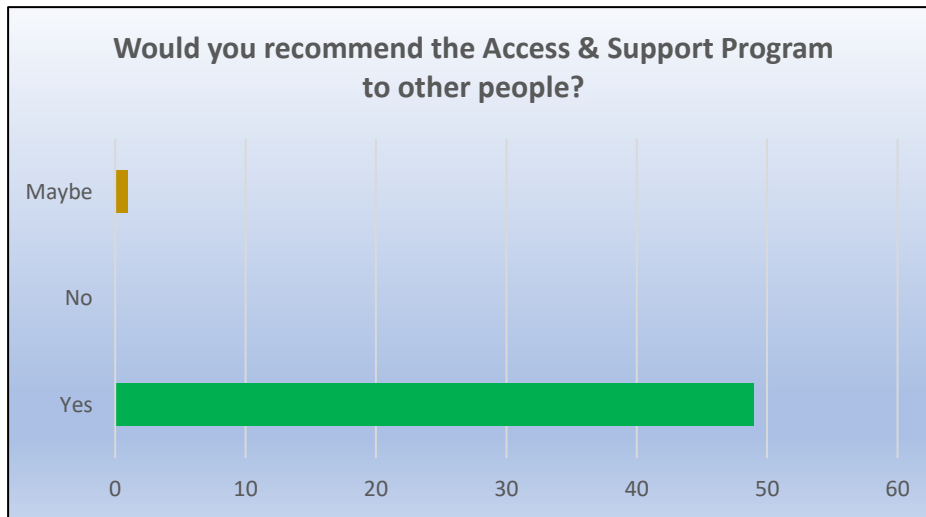
- Yes, I can call them via telephone and sometimes face to face.
- The worker always responded very quickly to my requests.
- Even though I have never met the worker in person, but it was very easy to contact her and she was very resourceful and responsive.
- The worker was always very prompt and returned my calls right away.

- Yes, the worker was very dedicated to her services, and very responsive to our requirements. Whenever I have questions, I can trust on her to reply to me swiftly.
- The worker assisted us greatly and I did not need to contact her as I was receiving regular calls from her.
- Sometimes I have to try several times to get through, but the worker calls me back promptly.
- The worker responds quickly via emails and phone calls.
- It was a little difficult to contact the worker as I do not speak English.



Comments:

- We were satisfied because the worker spoke our language and provided us with the necessary information.
- Yes, I am very satisfied. I was given very helpful advice and services.
- Partly satisfied as I am not sure what other services were available to us.
- The worker warms my heart and makes me smile. She has resolved all my pressing issues. She is professional, respectful, and dedicated. I have come to trust her totally.
- Completely satisfied. The worker was very helpful, patient, and clear in her explanations.
- We were given excellent services by the worker and other providers involved. I cannot ask for more. Everyone we dealt with were excellent, professional, and very caring. Our family was saved from a very stressful situation.
- I am completely satisfied with the worker. She was clear, professional, and highly experienced. An excellent communicator.
- The worker was patient and has good working ethics.



Comments:

- We have informed others of your services already.
- I would highly recommend the worker to any other person.
- Yes. I would not hesitate to recommend the worker and MIC to anyone. This is a credit due. The worker was professional, and we need good people like her in our community. She helped me overcome my greatest difficulties.
- Yes. I would endorse the program to other people.
- Yes, but due to our limited knowledge of services in Australia, we may not be too confident in promoting any services to other people.
- Maybe. The worker spoke in English only and this might be difficult for others who can only understand the Burmese language.
- Yes. There are lots of demand for programs to help people with access barriers. More healthcare workers such as doctors and nurses need to be aware of your valuable program.
- Yes. The worker has exceeded my expectations.

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

- The services received were very good and the workers were warm and caring. I am thankful.
- If I could spend longer with each service provider instead of short term, that would be more appreciated.
- We were very fortunate to find a provider that spoke our language with the help of the worker.
- The program is very useful. I would like to see more assistance in dental, eye tests, etc.
- The services offered were valuable and helpful to my parents and myself. The service solved my family difficulties. I would like to express my respect and gratitude to the worker and to the Migrant Information Centre. The services offered by MIC has great importance and it has helped my family overcome great difficulties in settling into the wider community.
- Very good program. The service is excellent and offered great deal of assistance to older people from culturally linguistically diverse backgrounds. I am willing to testify for your services.
- The program is highly specialised, professional, and highly valued to migrants. Keep working!
- The worker is a great communicator and can explain well to people with poor language skills. She has in-depth experiences, and I can testify to her commendable services.
- We are completely satisfied with MIC and the worker's service. Your services are of great value to new migrants or families. These are where the greatest need is as they might not be able to handle the language and other barriers to look for help. Please keep it going.
- MIC can have more specialists with Burmese backgrounds so that we could communicate better.
- Usually only social workers were aware of your programs, and many healthcare workers don't know the existence of your valuable programs. The need for such coordinated and comprehensive care provisions are there for the growing aged care population with access barriers, these needs must be carefully assessed and targeted. Our services could be more health specific. The messaging for hospital networks needs to be more specific, such as appointing champions within outpatient to lead the program within a particular hospital network to promote these valuable programs. Dr. Peter is happy to assist us if we need his advice or assistances in the future.