



Positive Comments in 2016

Thank you for feeding back to us your compliments so that we may continue to deliver our quality service to you at ECHO Australia in Box Hill.

From the Suggestion Box

- Thank you so much for all your assistance to me over the years. The people at Echo Box Hill have been so helpful and **kind to me**. Particularly Ming who has tirelessly advocated for me over the years and most recently helped me negotiate a better wage packet and situation at my place of employment. Not only that but the years of phone and in person support has been **immensely beneficial to me**. Echo has been an amazing team who have helped me attain the healthy life. **I am now a happy, working and contributing member of our society**. I **feel happy** that I can go solo now! **Thank you again**.
- I haven't used a computer in years and I am too busy to create a new email address. My course required an email address to contact me. Then I came to your reception and asked for help and Tom (one of your staff members) came along and **helped me** get back my old email address. I am very **grateful** with your staff member and his **useful skills**.

DES Exit Process Feedback

- They were very **helpful** and **understanding**.
- I wasn't linked into any services but if I needed to be, I feel that a staff member would have assisted.
- The staff members were very **kind and helpful**.
- The exit process was fine as it is.
- Nothing (Q about things to dislike about ECHO)
- Anything (Q about things to like about ECHO)

DES Service Delivery Survey

- Staff are **ALWAYS** friendly and **helpful**.
- Well carried out appointments and with clear information, **helpful attitude**.
- My consultant is a **major support** for me and has been really important in **helping me** stay involved and **motivating me**.
- Danielle was very helpful and **understanding** with the jobs.
- The facilities and location are very **convenient**.
- Job chances and opportunity are well understood with **progress made**.
- The staff at Box Hill have **always treated** me with **respect** and a **smile**.

DES Service Delivery Survey

- All staff are **friendly**.
- The **support** is ongoing and meets the requirements.
- ECHO always **listens** to my opinions and feedback.
- I am always treated in a **friendly manner** and with respect.
- ECHO staff were very helpful and understanding with a **nice attitude**.
- Service was very **efficient**. Information was provided and progress is made.
- There is nothing I dislike about ECHO.
- The job consultants were **wonderful**.
- **Great support** when required.
- Friendly and helpful staff that **understood my needs**.
- I feel **confident** to disclose my feelings about myself without being ridiculed. **I have full trust**.
- It is a good location.
- Staff are friendly and make me **feel welcome**. Everyone is laid back and very **helpful**.
- Staff were very helpful, nice and **understanding**. Progress was made in job search and **information was very well explained** and understood.
- Location and facilities are convenient.
- My first support worker was **amazing** and continued to support me once employed. Trish provided a very **positive experience overall**.
- My consultant is really helpful and **personally supportive**. She has been a really big help in keeping me **motivated** and **positive** about my education and job seeking.
- The case managers/staff have always been very helpful and are **nice people**. The facilities (computer etc) all work very well and everything is **neat and tidy**.
- I am **always happy** to go to Job club.
- The first interview was fine. I understood what was expected of me and Echo explained their role well.
- **Progress** was made in a timely manner and employment **goals were clear**.
- George and Kevin were great and **helped me a lot**.

Thanks for your feedback, all suggestions for improvement have been submitted to management and follow up actions are being instigated.