



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 Cranbourne.

DES Service Delivery Survey

- I like that I have my **freedom** still to do my own job hunting from home. My appointments with Echo have been conveniently spaced out to **accommodate** my medical appointments, which Echo have taken into **consideration**.

jobactive Service Delivery Survey

- **Great service.**
- I am a casual at Harris Scarfe, my consultant is not only helpful but **accommodating** when I prioritise my employment.
- **Happy** with service.
- They do their job **effectively** and are **understanding** about my situation.
- **Access** to computers, printers and copy machines. **Friendly staff.**
- The staff are always **willing to help** you find the right position.
- **Fast and efficient.**
- **Supporting staff.**
- Easy access.
- Can talk to some staff and they're **very understanding** and try to **help** as much as they can.
- I have **no complaints.**
- Staff are helpful.
- Echo are good.
- Helpful and **friendly.**
- **Staff** are always **polite** and very **well informed.**

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