



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 Lilydale.

From the Suggestion Box

- Very **helpful** finding the right training and job to **suit my needs**. Thank you. Gillian was my consultant.

DES Exit Process Feedback

- **Echo is really good**. Out of the services, Echo has been the best. Other services have been judgemental. They are very **caring** and **understanding** and I would **recommend Echo** to anyone.
- Echo has **compassion for other people**. Paula and Julie were very helpful. All other **staff** are **great** too. No matter who I spoke to **everyone** was very **helpful** in any way.
- Should be more of Echo's services around.

DES Service Delivery Survey

- I set my own **goals** and Echo assists me to **achieve my goals** and **keep positive**.
- My worker is a **lovely woman**.
- The worker I was put with is a nice woman. She was **friendly** and **empathetic**.
- Echo has been so **helpful** and I don't think I would be where I am today without their help.
- They're **helpful** and **nice**.
- They **help me** with my problems with finding work and they have been **very supportive**.
- Friendly welcome when I drop in, **they support me on my decisions**.
- They're so **supportive** and **encouraging**. I have had such a **great experience** with the Echo team. **I couldn't thank the team enough**.
- Lovely staff **good listeners**, treat you with **respect**.
- Always see the same consultant regularly so they are always **aware of my circumstances** and there is no need to re-explain myself at each appointment.
- **I've learnt the steps** to getting and keeping a job.
- Staff are **easy to get along with**.
- My consultant has a good **understanding** of my individual circumstances and is **supportive**.
- Staff are **friendly**.
- Staff are friendly, **helpful** and **informative**. They have attended to my requirements **quickly** and **efficiently**.
- Julie was very **helpful**
- **I like the staff**, especially the guy who has to supervise us in work for the dole.

jobactive Service Delivery Survey

- Gillian is a **great help**.
- Gill is lovely and **willing to assist** wherever she can.
- Nothing (Q about what to dislike about ECHO).
- **Friendly** and **helpful**.
- **Lovely** and helpful staff.
- **Easy to talk too**, and understand my condition.
- Gillian is very helpful.
- The offices and facilities are **clean**.

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