



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 Narre Warren.

DES Exit Process Feedback

- My **experience was good.**
- I liked everything about the service. Annette was **really helpful** and **friendly** and **companionate.**
- I **like the staff members** at ECHO.
- The exit process was fine as it is.

DES Service Delivery Survey

- Annette has been a **great help** to me mentally and emotionally.
- The **staff are very friendly** and **easy to talk** to about the situations I have been under.
- All staff I have encountered **maintain and positive, friendly** and **professional manner.**
- Good service and very **helpful.**
- **Friendly** & helpful. Now I am working full time, they still keep in contact to discuss any problems I may be having.
- **I've had more interviews with Echo.**
- Annette is very **helpful.**
- I like the staff and facilities.
- Everyone is **friendly, professional** and **easy to talk to.**

jobactive Service Delivery Survey

- The staff are very pleasant. (Q about initial interview)
- Nothing. (Q about things to dislike about ECHO).
- I do not dislike anything about Echo services
- They provide the help I need in order to help me find a Job
- Friendly
- Some staff are understanding
- They are normally quiet and obliging
- Its people are nice and professional
- Generally looked after in a timely manner
- Nice People
- Office is clean.
- Everyone is friendly and location is convenient
- Motivation
- Easy to access, usually on time, most staff very upbeat and positive which is very necessary and helpful.
- Face to face interaction.
- Friendly staff who are willing to help where necessary.
- The help provided and the understanding received.
- I like the staff members at Echo.

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