



Positive Comments in 2016

ECHO

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 Oakleigh.

DES Exit Process Feedback

- The staff were **helpful** and **friendly**. It was **comfortable**. They **helped** me with my job applications. **Thank you for providing me with support.**
- They **informed** me about job active and how to follow up with Centrelink.

DES Service Delivery Survey

- I was **relieved to be here** and that the **consultant was great**.
- **Get along well** with my consultant at Oakleigh.
- Mark is outstanding: **very personable, encouraging** and **helpful**. Nikki is also great with **responding to requests**.
- Nothing to dislike about Echo, I **get along well with all the staff** at Oakleigh.
- There is **nothing I dislike**.
- I like all the staff and the **service they provide**.
- **It's good**.
- **Easy to access** the computers and staff are always there to **help me**.
- Attention is always given.
- Very **helpful** and **supportive**.
- **Friendly**, very **helpful**, and very **caring** about me. I am **strongly happy** with the help I got from the staff at Echo in Oakleigh.
- Good access to services, free use of computers and job search materials.
- The **staff** are **friendly** and **helpful**.
- Close to home, their **availability to see me**, and the new consultant is very nice.
- Some of the people are nice, eg: Tom, Cathy
- Some staff very helpful and kind: Mark, Nikki and Olivia. Usually more **support** and **empathy** than impersonal pressure to apply for jobs. Computer, and printer function, staff **helped** with IT issues. Good to see others with same jobless struggle.
- Do not remember much other than I was **relieved to be here** and the **consultant was great**.
- Staff members are **really helpful**.
- The **friendly** staff.

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