



ECHO

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 Ringwood.

DES Exit Process Feedback

- I liked Echo more than my previous terrible agency.

DES Service Delivery Survey

- Not much to dislike.
- The staff are **friendly** and **helpful**. If I need help with a job application or need to reschedule an appointment the staff, they are always **flexible**.
- My **consultant** was **helpful**.
- **Clear instructions** and **expectation**. Deal with crisis **efficiently** with **compassion**.
- The staff are **friendly** and **helpful**.
- Convenient location and **good services**.
- The **atmosphere** and the **people are great**.
- Staff are great, **friendly** and have been very **accommodating**.
- There is nothing I dislike about Echo services.
- **Echo is the best provider I have had.**

jobactive Service Delivery Survey

- Staff are **excellent** and they **really helped**.
- I always arrive early and make myself a cuppa and **feel comfortable**.
- Staff **encouraged** to look outside of my comfort job zone and now I am really glad they did.
- The staff helped me reach **my goals**.
- At all times I was treated with **respect**.
- I have not found anything to dislike at ECHO.
- The **staff were pleasant**.
- Their **positive way** that they treat all their new clients or customers.
- Good **friendly** people, good location.
- They help me as much as possible to find a job.

jobactive Service Delivery Survey

- The **workers are friendly**.
- **Staff are nice**.
- Staff **listen** to my needs and at my first interview my attitude was not good and staff pointed me in the **right direction**.
- **Friendly staff, clean offices**.
- Friendly and **understanding**.
- The staff are friendly and **helpful**. Jemma is **excellent**. Convenient location and very easy to get too.
- **Good** service.
- Staff are **genuinely** wanting to help and have given me lots of **useful information** and they have also been **flexible** with **appointments**.

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