



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 Wantirna South.

DES Exit Process Feedback

- **Friendly** environment, **respectful staff**.
- Staff were **nice**.
- Everything went **smoothly** in my case, and I transferred directly into employment. So it was **not a problem**.
- **Friendly support** staff.
- My support person was always **great, sympathetic and caring**. She genuinely wanted me to get **back to my job** and was **a great help**.
- Nothing (Q about things to dislike about ECHO)

DES Service Delivery Survey

- **Great customer service**, quick response.
- **Friendly** environment.
- I was **extremely happy** with the support I was given when I first started work. Echo staff were in **close contact** with both myself and my employer. Getting to work was a challenge in the beginning and Echo staff were **fantastic** with **assisting** with transport to work right up until I was able to manage it independently.
- I haven't found anything to dislike yet.
- My **consultant** is **helpful**.
- **Friendly** staff and very **helpful**.
- Everyone seemed **genuine** and **helpful**.
- Staff are always **friendly** and **welcoming**.
- Keeps me **up to date** with any available jobs that **suit me**.
- The staff are always **understanding** about my personal situation.
- The staff are really **supportive**, helpful and **friendly**. They have always gone the **extra mile** to ensure that I've had the **support I've needed**. I'd never worked before coming to Echo and the advance to work course that was offered was a great way of learning and **understanding** what is expected when looking for work and entering the workforce.

DES Service Delivery Survey

- The **friendly staff**, the **up to date facilities** and the **welcoming** environment.
- Nothing (Q about things to dislike about ECHO)

jobactive Service Delivery Survey

- Mei is great to work with... **a true professional!**
- Very **friendly staff**.
- **Great facilities** for those without access to computers.
- Very **careful** and **respectful**.
- I have nothing to dislike about the company or their services.
- **Friendly** and **Professional**.
- I appreciate getting a text message reminding me of my next appointment.
- They are **incredibly helpful** and always **ready to help** if I don't understand anything.
- **Helpful staff**, welcoming environment.
- My worker is **easy to get along with**.
- "The office I attend is well appointed, and well looked after. I like how they have **private interview rooms** instead of an open office situation like I have had before."
- **Fast service**.
- **I got my job through Echo Australia**.
- Echo helped me **boost my confidence**.
- Everyone is **friendly, professional** and **easy to talk to**. **Makes a difficult time easier to bear**.
- Relaxed, **easy going staff** make for a **comfortable** environment.
- There is **nothing that I dislike** about Echo services.

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