



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 Windsor.

jobactive Service Delivery Survey

- Support level was adequate according the individual needs.
- It's easy to get to. They are **flexible** with time.
- Yes, they would offer **suggestions** during my appointments.
- Philips is **very good**.
- They **keep in contact** and ask if I am doing ok.
- I spoke to a lot of people whilst with echo. I would feel **comfortable** asking any of them and I think they would have **done their best to help me**.
- The **staff are very good**. They are **very nice**. It can be very discouraging to be looking for work, however I never felt bad during my time with Echo, **I was treated with respect** and as a **professional**.
- **I found a job** that they had been working towards for me for months. **I am very thankful**. I don't know if I could have done it without their help.
- No dislikes - **staff are terrific people**.
- Overall to me. **They are very helpful**.
- So far **all is good**.
- **Convenient**, (Location close to home) has printing facilities, internet & computer facilities, **staff are quite friendly**, it's never been over-crowded.
- They are **straight up** about factors affecting their support and yet are still **better than my last job agency**.
- **helpful, friendly, understanding staff**.
- **Friendly** service.
- Very helpful, **patient staff**.
- **Good services, good customer services**.
- **Easy to talk to** and helpful.
- Computer and Internet access.
- **Useful information** for job seeking.
- **They helped me find a job**, a good job that I enjoy that I am good at. **I am very thankful for that**. I have been with other job agencies in the past and they were not as good, I didn't feel respected or that I would ever receive real assistance.
- I can imagine that the industry is difficult and it can be hard to work with people who are having a hard time finding work. I'm **thankful** for the help they gave me, I think it changed my life for the better.

jobactive Service Delivery Survey

- The staff are very **encouraging**.
- **They know my needs**. I leave **at peace** each time.
- Philip my consultant **understands my circumstances** well. He agrees to do phone interviews while I am working so that is really helpful for me.
- **Easy, straightforward, convenient** and **fair**.
- **Indifferent**.
- **Friendly**.
- **Friendly, understanding**, and **flexible** staff.
- Have **found staff very good, helpful** and **respectful**
- **I like the people at Echo!** Phil is always **extremely helpful** and a **pleasure to communicate with**.
- The job support person is **understanding** and **helpful**.

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