

## Responses to Feedback from DES Service Delivery Survey & Suggestion Box in 2010 Box Hill

**Thank you for your valuable input into our service delivery.**

<b>Consumers' Input</b>	<b>Echo's Responses</b>
<b>Excellent to good Job Kiosk facilities</b>	<b>Echo prides itself on providing excellent facilities for our consumers. We will continue to maintain and improve them where possible.</b>
<b>Excellent to good Job Search assistance &amp; support</b>	<b>Quality service is critical to our success. Please feel free to ask for our assistance at any time.</b>
<b>Adequate skills training</b>	<b>Echo will review our training programs and seek to continuously improve them.</b>
<b>Good level of awareness of workplace rights &amp; responsibilities</b>	<b>You are most welcome to ask your Employment Consultant for more information.</b>
<b>Excellent Echo's level of respect to you &amp; maintaining your privacy</b>	<b>Privacy and respect of our consumers is of extreme importance to Echo. Staff continually attend training and are provided with resources to ensure this excellence is maintained.</b>
<b>Compliments received through Suggestion Box</b>	<b>Thanks. We like to be appreciated too.</b>
<b>Need to have easy access to USB use on computers in Job Kiosk</b>	<b>USB extension cords have been installed so that USB can be accessed from bench top.</b>
<b>More specific info in Echo's pamphlets</b>	<b>We have new DES pamphlets for your info &amp; feedback is most welcome.</b>