

# Responses to Feedback

## DES Service Delivery Survey in 2011 January

### Ringwood

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

Consumers' Input	Echo's Responses
Good level of perception of info provided at Initials (100%)	Participants' feedback on the info provided is invited to ensure the info has been understood.
Good Job Kiosk facilities (100%)	Recent renovation has improved facilities. New computers will be installed.
Good Job Search assistance (67%)	Intensive job search is offered.
Clear employment goals (100%)	Employment Pathway Plans are continually reviewed and updated.
Good skills training (67%)	Trainer works one-on-one with participants.
Good level of awareness of workplace rights & responsibilities (100%)	Post Placement Support booklets are provided to inform workplace rights and responsibilities.
Good level of awareness of grievance procedures (33%)	Grievance Procedures are highlighted in Participants Handbook.
Good level of respect to clients & maintaining clients' privacy (100%)	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.
<p>Comments:</p> <p>"Very supportive and helpful"</p> <p>"Service – generally ok. Staff pleasant on the phone and fortnightly catch up."</p>	Thanks. We like to be appreciated too.