

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

Ringwood

Thank you for your valuable input into our service delivery.

Consumers' Input	Echo's Responses
Good Job Kiosk facilities	Echo prides itself on providing excellent facilities for our consumers. We will continue to maintain and improve them where possible.
Good to adequate Job Search assistance & support	Quality service is critical to our success. Please feel free to ask for our assistance at any time.
Insufficient skills training	Echo will review our training programs and seek to continuously improve them.
Good to insufficient level of awareness of workplace rights & responsibilities	You are most welcome to ask your Employment Consultant for more information.
Good level of respect to you & maintaining your privacy	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.
Thanks for "Great Support" received through Suggestion Box	Thanks. We like to be appreciated too.
Requests for coffee	Please feel free to help yourself to coffee or tea at kitchenette next to the rest rooms.
Request for Cool Mints	The request has been conveyed to appropriate staff for action if possible.