

**ECHO**  
DISABILITY EMPLOYMENT NETWORK

# Consumer Handbook 2007

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# THE DISABILITY EMPLOYMENT NETWORK

## What is the Disability Employment Network?

The disability Employment Network (DEN) is a network of specialist employment services supporting people with disability to get work in the open labour market. The network is made up of 246 community and private organisations across Australia, providing expert support and services to people with disability and employers.

DEN members provide a range of free services to job seekers and employees who have permanent disability or disability that is likely to become permanent. These services are individually tailored to meet their employment needs and include:

- help to prepare for work, including training in specific job skills
- job search support, such as resume development, interview skills training and help to look for suitable jobs
- support when first placed onto a job, including on-the-job training and support for your co-workers and employers
- ongoing support in a job if you need it
- vocational training and other types assistance, and
- access to employer incentives such as workplace modification assistance and wage subsidies.

## Who can use DEN?

DEN is for people who have a permanent, or likely to be permanent, disability. To qualify you must need specialist assistance for more than six months after being placed in a job, or need ongoing support to keep a job.

DEN also provides help for people with disability in 'job in jeopardy' situations. Employees who are likely to lose their job as a result of their disability may be able to receive immediate help or support from a DEN member to keep their job.

## What is a Job Capacity Assessment?

If you have a medical condition or problem that prevents you from finding or keeping a job, your employment service provider or Centrelink may refer you for a Job Capacity Assessment.

This new assessment will help identify what services you need to help you find a job. It will also ensure your ability to work is determined quickly. Centrelink will provide you with information about the purpose of the assessment and whether you are required to attend as part of your job search obligations.

The Job Capacity Assessor will then complete an assessment with you. In most cases this will be done face-to-face with only limited exceptions (such as where a person is unable to travel). The Assessor will have information on your medical and income support history where appropriate.

Once your capacity for work has been assessed, the Assessor will refer you to the employment service that best suits your needs.

## What happens after the assessment?

You will no longer be eligible for Disability Support Pension if you are assessed as:

- being able to work for at least 15 hours per week independent of support or
- with assistance and training, being able to work for at least 15 hours per week independent of support within two years.

If this is the case, you may be transferred to a more appropriate income support payment. Generally this will be Newstart Allowance.

In most cases you will keep your Pensioner Concession Card and still receive Pharmaceutical Allowance and Telephone Allowance.

## **YOUR RIGHT TO PRIVACY**

Personal information is protected under the *Privacy Act 1988* and may not be disclosed unless it is authorised to do so.

If you are receiving income support, your information is authorised to be disclosed under *Social Security (Administration) Act 1999*.

In providing employment services to you, your information may be shared between those contracted service providers who are assisting you, including ECHO, and the Department of Employment and Workplace Relations, Centrelink and other Australian Government departments and agencies.

The sharing of your information is important as it enables Australian Government departments and agencies to provide you with the most appropriate services to meet your needs.

For more information about your privacy ask your case manager or visit [www.echoaustralia.com](http://www.echoaustralia.com)

## YOUR GUARANTEE OF SERVICE

ECHO is responsible for providing you with the standard of service outlined in this booklet. This is called the Service Guarantee.

All DEN members are assessed by trained auditors as meeting the Disability Service Standards. You will be treated as a valued individual and provided with opportunities to contribute to decisions that help you get or keep a job.

Your privacy will be respected and ECHO will treat any information you give them as confidential. Where information is shared, it will be in accordance with the law.

The services provided will be appropriate to your personal circumstances and background, as well as tailored to your need and abilities.

While you are looking for work ECHO will:

- give you clear information on what services you will receive from them and what your responsibilities are
- provide job search services
- work closely with you to develop an individual plan to assist you to achieve your employment goals
- provide information on training, personal development, and traineeships and apprenticeships that could improve your employment opportunities
- with your permission, approach employers directly for employment opportunities
- provide practical assistance when applying for jobs or attending interviews and
- meet with you regularly to assist you in your search for work.

Once you get a job ECHO will continue to provide support if needed including:

- support while you are settling into your new job
- on-the-job training
- information, support and training to your employer
- working with you to resolve any problems you may have at work and
- help to find another job if your employment ceases.

Depending on your need, ECHO may also:

- help you and your employer to access a range of other support services including Workplace Modifications and the Supported Wage Scheme.

ECHO will advise you about Employment and Related Services Code of Practice which tells you how they will deliver services to you.

ECHO is responsible for providing this guaranteed level of service.

## COMPLAINTS RESOLUTION

If you are not satisfied with the service you are receiving you should raise this first with the DEN Coordinator or DEN Project Manager. The DEN Coordinator and DEN Project Manager can be contacted on 9890 3088.

If you are still not satisfied, phone the Complaints Resolution and Referral Service on:

- Free call 1800 880 052
- TTY 1800 301 130
- The National Relay Service on 1800 555 677
- Fax on (02) 9318 1372
- Telephone Interpreter Service on 13 14 50.

The Complaints Resolution and Referral Service is an independent body responsible for resolving complaints through investigation and/or conciliation. They will try to resolve your concerns quickly, fairly and sensitively.

An interpreter or TTY access can be arranged on request.

## EMPLOYMENT AND RELATED SERVICES CODE OF PRACTICE

Employment and related service providers commit to observe the highest standards of fairness and professional practice as they deliver the services and obligations outlined in their respective contractual arrangement with the Australian Government.

At all times our priority is to help clients to achieve the best outcomes. We will deliver services and programmes to clients to the best of our ability and with adherence to contracted requirements, service guidelines and relevant participation requirements.

We operate the services and programmes we deliver in a manner that:

1. Upholds the integrity and good reputation of the services and programmes by:
  - acting with honesty, due care and diligence
  - behaving ethically and professionally, and being openly accountable for our actions
  - avoiding any practice or activity which could reasonably be foreseen to bring the services and programmes into disrepute.
  - complying with all relevant Australian laws, including privacy, fair trading, trade practices and anti-discrimination laws.
2. Demonstrate our commitment to clients by
  - being supportive and helpful to clients
    - in their pursuit of employment
    - in their efforts to improve their employment prospects, including education and training
    - while they undertake their mutual obligations
    - while they undertake voluntary or community participation
    - while they stabilise their life situation and overcome personal and societal barriers to community participation
  - focusing our assistance to help clients to achieve the best outcome
  - treating clients fairly and with respect
  - considering clients' individual circumstances and backgrounds
  - ensuring cultural sensitivity in dealing with indigenous clients and clients from diverse cultural and linguistics backgrounds
    - including advocacy where appropriate
  - delivering assistance in accordance with service guarantees.
3. Is accurate and relevant by:
  - providing ongoing assistance to clients for the duration of our service to them
  - providing information about programmes or services that may assist them to achieve the best outcome
  - ensuring that we have premises and facilities appropriate to deliver services with privacy and dignity
  - ensuring that the information we collect about clients is relevant and necessary
  - ensuring information is recorded in a timely manner and is kept confidential
  - tailoring assistance to clients with consideration of their individual needs and relevant participation requirements
  - demonstrating flexibility in service delivery as clients' circumstances change.
4. Is communicated clearly and effectively by:
  - ensuring that clients are aware of their rights and obligations
  - providing information to clients with a disability in an accessible format
  - providing timely feedback and information to clients about decisions we make that could affect them
  - providing clients with appropriate access to relevant records we have about them, on request.
5. Encourages feedback without bias by ensuring that:
  - we have a complaints process of which clients are made aware
  - staff seek and appropriately respond to clients' feedback with the aim of continuously improving services

- staff support clients when resolving any issues or concerns they may have
- we advise clients of the Department of Employment and Workplace Relations (DEWR) free Customer Services Line.

Clients are encouraged, in the first instance, to raise any concerns they have with their Work for the Dole supervisor or ECHO CWC representative. If clients are dissatisfied with how we respond to their concerns, or feel that they cannot discuss the issue directly with us, they can contact the free DEWR Customer Service Line on 1800 805 260 (an interpreter can be arranged on request).

If clients are dissatisfied with how DEWR has managed their concerns, they can make a complaint to the Commonwealth Ombudsman's Office.

## **Disability Service Standards**

### **Standard 1: Service access**

Each person with a disability who is seeking a service has access to a service on the basis of relative need and available resources.

### **Standard 2: Individual needs**

Each person with a disability receives a service that is designed to meet, in the least restrictive way, his or her individual needs and personal goals.

### **Standard 3: Decision making and choice**

Each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the service he or she receives.

### **Standard 4: Privacy, dignity and integration**

Each person with a disability is supported and encouraged to participate and be involved in the community.

### **Standard 5: Participation and Integration**

Each person with a disability is supported and encouraged to participate and be involved in the community.

### **Standard 6: Value status**

Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.

### **Standard 7: Complaints and disputes**

Each service recipient is encouraged to raise and have resolved without fear of retribution, any complaints or disputes he or she may have regarding the service provider or the service.

### **Standard 8: Service management**

Each service provider adopts quality management systems and practices that optimise outcomes for service recipients.

### **Standard 9: Employment conditions**

Each person with a disability enjoy working conditions comparable to those of the general workforce.

### **Standard 10: Service recipient training and support**

The employment opportunities of each person with a disability are optimised by effective and relevant training and support.

### **Standard 11: Staff recruitment, employment and training**

Each person employed to deliver services to a person with a disability has relevant skills and competencies.

### **Standard 12: Protection of human rights and freedom from abuse**

The service provider acts to prevent abuse and neglect and to uphold the legal and human rights of service recipients.

# RESOURCE GUIDE

## GUIDELINES FOR CALLING EMPLOYERS

### Before You Call:

- Make sure you have your resume next to you to verify details about previous jobs or courses you have completed.
- Make sure you have the newspaper ad/internet printout/Centrelink printout in front of you so you can ask any questions you might have regarding what is written in the ad/printout.
- Make sure you have a pen and paper to write down any information the employer may give you.
- Go into a quiet room/area to make the call so you can hear the employer clearly on the phone and, so that background noise or people around you don't distract you.
- The employer will understand that you are nervous, so if find you are stumbling over your words just stop talking, think about what you want to say, take a deep breath and start again.

### Making the Call:

- Ask to speak to the person mentioned in the ad (e.g. John Smith). If there isn't a name listed, then ask to speak to someone regarding the position you are interested in.
- Once the relevant person is on the phone, introduce yourself and explain to them why you are calling (e.g. Hello John, my name is Sam Jones and I am calling you today to find out more details about the Sales Assistant position you have advertised in the Saturday Age). You can then ask the questions you have: hours, working conditions, duties involved etc.
- The employer may then ask you questions regarding your skills and experience for the position.
- If you feel comfortable mentioning your disability over the phone, you can mention to the employer that you are registered with a disability employment service who offer a \$1000 wage subsidy for employing someone who has a disability. If they are interested, you can give them the name & number of your employment consultant so they can obtain further information about the subsidy. Alternatively, you can offer to have your employment consultant ring them.
- The employer may want to set up an interview time with you, or ask you to fax/mail/email your resume to them for consideration. Make sure you write down interview location & time, or address/fax number/email address to send resume to.
- Thank the employer for their time. If they ask you for an interview, say you look forward to seeing them at the interview. If they ask for your resume, tell them you look forward to hearing from them soon.
- fax machine or the internet, call your employment consultant. We are here to help!

## **ECHO'S WORK EXPERIENCE PROGRAM**

Echo's Work Experience Program aims to provide trainees with up-to-date knowledge & skills as well as an appreciation of the industry and the workforce in general.

The Work Experience Program requires both the trainee and the organisation that is providing the experience to meet certain responsibilities:

- the trainee is expected to participate in the 'day-to-day' activities of the company and have a professional attitude
- the organisation is expected to give the trainee a chance to develop work-related skills and abilities, through providing them with meaningful tasks to complete.

ECHO will provide you with:

- a work experience agreement
- support for you and the organisation throughout the work experience period

## WHERE TO LOOK FOR JOBS

Some places you can look for jobs include:

- Job Network
- Newspapers
- Internet
- Private personnel agencies

### Using Job Network:

- Make sure you have a job seeker identification number.
- If you do not have an identification number then you should visit Centrelink and ask them about registering to look for work. Ask your consultant to check if you already have a jobseeker ID if you're not sure.
- You should be accessing the touch screens on a weekly basis. If you are unsure of how to use the touch screens ask your employment consultant to take you to Centrelink and show you how.
- Be thorough when looking at the touch screens. Look at ALL the areas that you would like to work in and make sure you check the TODAY'S JOBS section.
- When you find a suitable job make sure that you ring straight away as they are filled quickly.

### Other Places to Look for Work

#### Internet

[www.mycareer.com.au](http://www.mycareer.com.au)  
[www.jobsearch.gov.au](http://www.jobsearch.gov.au)  
[www.careerone.com.au](http://www.careerone.com.au)  
[www.artshub.com.au](http://www.artshub.com.au)  
[www.manpower.com.au](http://www.manpower.com.au)

[www.seek.com.au](http://www.seek.com.au)  
[www.jobserve.com.au](http://www.jobserve.com.au)  
[www.jobsguide.com.au](http://www.jobsguide.com.au)  
[www.careers.vic.gov.au](http://www.careers.vic.gov.au)  
[www.volunteerssearch.gov.au](http://www.volunteerssearch.gov.au)

## RESUME CONSTRUCTION

Your employment consultant can assist you with putting your resume together. Here is an example of the information which should be included.

### Personal Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Home Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Licences held (example: drivers, forklift, truck licence):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Hobbies / Interests (example: sports, reading):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Attributes / Personal Qualities (example: hardworking, reliable, punctual):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Education

Please provide details of the highest level of education you achieved at secondary school:

Year: \_\_\_\_\_

Level: \_\_\_\_\_

School: \_\_\_\_\_

### Further Education & Training:

Please provide details of all the training you have completed after leaving high school

Year you completed studies: \_\_\_\_\_

Name of course: \_\_\_\_\_

Where you studied: \_\_\_\_\_

**Employment History**

Job 1 – should be your most recent job, then work your way back to the first job you had:

Job 1

Dates you worked: \_\_\_\_\_ to \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Job Name: \_\_\_\_\_  
Duties & responsibilities: \_\_\_\_\_  
\_\_\_\_\_

Job 2

Dates you worked: \_\_\_\_\_ to \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Job Name: \_\_\_\_\_  
Duties & responsibilities: \_\_\_\_\_  
\_\_\_\_\_

Job 3

Dates you worked: \_\_\_\_\_ to \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Job Name: \_\_\_\_\_  
Duties & responsibilities: \_\_\_\_\_  
\_\_\_\_\_

Job 4

Dates you worked: \_\_\_\_\_ to \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Job Name: \_\_\_\_\_  
Duties & responsibilities: \_\_\_\_\_  
\_\_\_\_\_

**Referees**

These are people that a potential employer can ring and find out what you are like as a worker – if you do not have any work referee that you can give, you can use someone who can give you a personal reference such as a work colleague or and organisation you did voluntary work for.

Company name: \_\_\_\_\_  
Referee name: \_\_\_\_\_  
Position they hold: \_\_\_\_\_  
Phone: \_\_\_\_\_

Company name: \_\_\_\_\_  
Referee name: \_\_\_\_\_  
Position they hold: \_\_\_\_\_  
Phone: \_\_\_\_\_

## EXAMPLE COVERING LETTER

15 May 2007  
Jill Smith  
2 Mountain Road  
Hilltown VIC 3999

Mary Water  
The Office Manager  
PO Box 739  
Hilltown VIC 3999

Dear Ms Water,

**Re: Office Assistant**

I wish to apply for the position of Office Assistant which was advertised in 'Hilltown Gazette' on Saturday 14 May 2007.

I have over 5 years experience working in a busy office environment as an office administrator and I have recently completed a Certificate II in Business Administration at Hilltown Tafe.

In all my previous employment positions, I have been required to operate a 10 to 15 line switchboard and have developed excellent customer service skills. I am competent in the use of Microsoft Word, Excel and PowerPoint and have a current typing speed of 40 words per minute with 95% accuracy.

I feel that I would be a valuable asset to your organisation and I look forward to the opportunity of an interview where we can discuss my skills and experience further.

Yours sincerely,

Jill Smith

## YOUR RESPONSIBILITIES AS A WORKER

Common sense, politeness and enthusiasm will assure you of a successful and rewarding time as a new employee or work experience trainee. Listed below are the responsibilities that you must take on when you begin a job.

- Make sure you find out what the appropriate dress code is for your workplace and ensure that you are clean and look well presented.
- Familiarise yourself with the layout of the office or factory and the amenities (e.g. toilets and the tea room).
- Establish good working relations with your supervisor and colleagues.
- Follow your supervisor's instructions very carefully. If you are in doubt, don't be afraid to ask.
- To make sure you have understood your work, have it checked – especially at the start of your job.
- Whenever you finish your work, ask what else you can do.
- Always ask permission before making personal telephone calls, and keep them to a minimum.
- If you are ever sick, make sure you inform your supervisor as soon as possible.
- As an employee you may in some cases have access to confidential information. Treat this with respect and don't discuss it with anybody outside the job.
- Your rate of pay is also of a confidential nature. It is best that you do not discuss this with any employees within the company at which you are working.
- Treat factory or office equipment with care. If you're not sure how to use a specific piece of equipment, don't be afraid to ask someone.
- If you have concerns about your job or employer, contact your employment consultant who may be able to help sort things out.
- Notify your employment consultant if your hours or days of work change or if you change or leave your job, so that we can keep your details up to date.

## YOUR RIGHTS AS AN EMPLOYEE

### Pay

You have the right to receive fair pay. 'Fair pay' means pay that is equal with the award or equal with your assessment percentage of the award if you are on a supported wage. The award is an hourly rate that is set by the state or federal government for the job that you do. To find out what the award for your job is you can visit [www.workchoices.gov.au](http://www.workchoices.gov.au) or [www.wagenet.gov.au](http://www.wagenet.gov.au) or call WorkChoices Infoline on 1300 363 264.

### Taking time off

#### Annual Leave

If you are working full time or part time then you should be accruing annual leave. If you have worked in your job for a year then you have the right to at least four weeks paid holidays. If you work part time for 15 hours a week then you will get four weeks off with 15 hours pay for each week. If you are a casual worker then you are not entitled to annual leave but you will get more in your weekly pay to make up for this.

#### Sick Leave

If you are too sick to go to work for a day then you are entitled to sick leave. This means that you get paid even though you are not at work, but only for a set number of days each year. If you are off sick for more than one day at a time then you will have to go and see a doctor. Your doctor will be able to give you a letter explaining that you are too sick to work. You have to get this letter from your doctor if you want to get paid for your sick days. Casual employees are not eligible for sick leave.

#### Public Holidays

During the year you have the right to be paid for public holidays if you would normally be at work on those days. Public Holidays are:

New Years Day  
Australia Day  
Labour Day

Anzac Day  
Boxing Day  
Christmas Day

Queen's Birthday  
Good Friday

Melbourne Cup Day  
Easter Monday

#### Compassionate Leave

You have the right to take some time off work if a close member of your family is seriously ill and needs your care or a close member of your family has died. Most employers will still pay you for this leave but let your boss know as soon as you can that you need to take time off from work for this, and how much time you think you will need. Your boss will be able to tell you how much time you can take before you start to lose pay.

#### Long Service Leave

After working at the same place for 10 years you have the right to an extra 8.66 weeks paid holidays on top of your normal four weeks for that year.

### Working conditions

#### Occupational Health and Safety

The law says that your employer must make sure that you have a safe place to work. This means that you should be provided with appropriate clothing (for example gloves or goggles) to wear when doing your job. This also means that you should make sure you are shown how to use all equipment properly and that you are always careful and safe at work.

As an employee, you also have the responsibility to take care of yourself and others, and cooperate with your employer in matters of health and safety. This applies to all workers, whether they have a disability or not.

When you are at work you must:

- act responsibly
- perform your work according to the safety standards applied and follow the directions given by your employer
- take reasonable care to protect the health and safety of yourself, your co-workers and others

- work and behave in ways which are safe and do not endanger the health and safety of anyone in the workplace.

### WorkCover

If you are hurt at work, or become sick because of your job then you need to tell your employer straight away. If your injury or sickness is too bad to allow you to work then you are still able to get paid what you normally would. This is called WorkCover. You must see a doctor as soon as you can. You can also receive money to pay for your doctor's bills or for any medication that you might need. Your workplace should also have an injury register where you should write down any injury that happens, no matter how minor. If you injure yourself while travelling to or from work then the TAC (Transport Accident Commission) also covers you for the doctor's bills, medications and, in some instances, loss of income.

### Harassment and Discrimination

As an employee you have the right to an harassment-free workplace. There are laws that protect you from discrimination; these are the *Equal Opportunity Act* and the *Disability Discrimination Act*. An example of harassment is if a workmate picks on you because of your disability. Another form of harassment is sexual harassment; this is when a colleague touches you when you do not want to be touched, tells you dirty jokes or uses sexual talk that makes you feel uncomfortable. You DO NOT have to put up with this and if this does happen then you should approach your boss or your Employment Consultant straight away.

### Unfair Dismissal

When you are working your employer has the right to decide that you may be not doing your job properly, and that he or she must dismiss or retrench you. However, there are grounds where you may have been unlawfully terminated, some of these include:

- temporary absence from work because of illness or injury;
- trade union membership or participation in trade union activities;
- non-membership of a trade union;
- seeking office as, or acting or having acted in the capacity of, a representative of employees;
- the filing of a complaint, or the participation in proceedings, against an employer;
- race, colour, sex, sexual preference, age, physical or mental disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin;
- refusing to negotiate, make, sign, extend, vary or terminate an Australian Workplace Agreement (AWA);
- absence from work during maternity leave or other parental leave;
- temporary absence from work because of the carrying out of a voluntary emergency management activity.

If you have lost your job and believe you may have been unlawfully terminated you may be eligible for assistance through the Unlawful Termination Assistance Scheme (UTAS). Speak to your employment consultant and they will be able to assist you.

### Unions

A union is an organisation made up of people who all have the same occupation. These people get together to help each other make sure that they are treated fairly and have good working conditions like fair pay and a safe working environment. You have the right to be a member of a union. If you want more information about unions then you can call the WorkChoices Infoline on 1300 363 264.

## **USEFUL SERVICES CONTACT DETAILS**

### **Advocacy, Disability Rights and Laws**

#### Action for Community Living Inc.

179 High Street  
Northcote VIC 3070  
TEL 9489 2999

#### Disability Rights Victoria

Disability Resource Centre  
266 Johnston Street  
Abbotsford VIC 3067  
TEL 9417 3211

#### Citizens Advocacy Program

Inner East 11 Strathalbyn Street East Kew VIC 3102 TEL 9859 9421	Outer East 17 Greenwood Avenue Ringwood VIC 3134 TEL 9879 5206
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#### Disability Discrimination Legal Service

Ross House  
Level 2, 247 Flinders Lane  
Melbourne VIC 3000  
TEL 9654 8644  
TTY 9654 6817

#### National Disability Abuse and Neglect Hotline

FREECALL 1800 880 052  
TTY 1800 301 130

### **Education and Training**

#### Department of Education

2 Treasury Place  
East Melbourne VIC 3002  
FREECALL 1800 809 834

#### Specific Learning Difficulties Association of Victoria (SPELD)

494 Brunswick Street  
North Fitzroy VIC 3068  
TEL 9489 4344

### **Health**

#### Eastern Access Community Health (EACH)

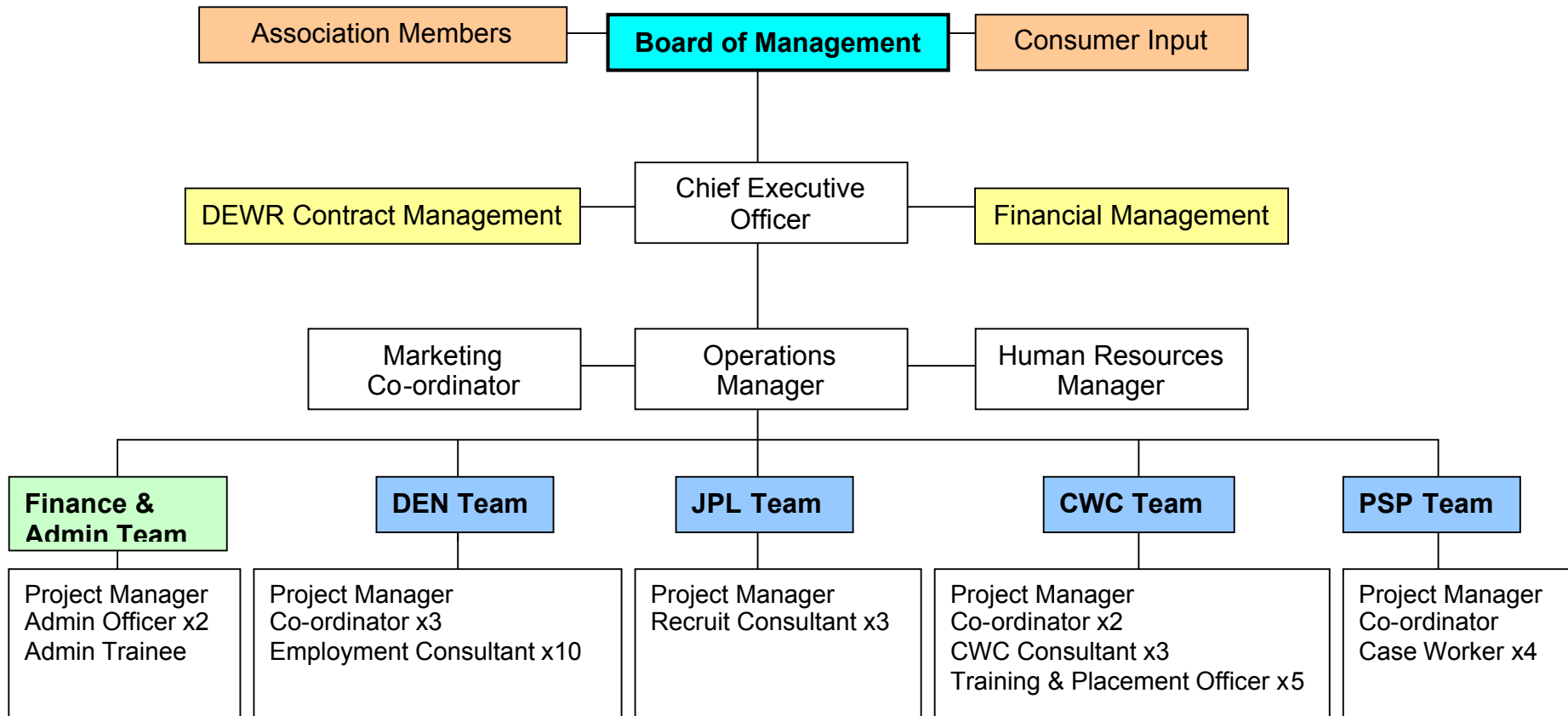
Head Office  
46 Warrandyte Road  
Ringwood VIC 3134  
TEL 9871 1800

#### Knox Community Health Service

1063 Burwood Highway  
Ferntree Gully VIC 3156  
TEL 9757 6200



**Echo Australia Inc.  
Organisational Chart 2007**



## **ECHO CONTACT DETAILS**

### **Box Hill**

Level 3 2A Street  
Box Hill 3128  
TEL 9890 3088  
FAX 9890 2871

### **Ringwood**

Suite 6 45-51 Ringwood Street  
Ringwood 3134  
TEL 9879 7814  
FAX 9876 8591

### **Oakleigh**

Suite 1 162 Drummond Street  
Oakleigh 3166  
TEL 9569 7772  
FAX 9563 1613

### **Knox**

Shop 3 1a City Square  
Knox Ozone  
Wantirna South 3152  
TEL 9800 1870  
FAX 9800 2640  
(Please note: wheelchair access is located at the rear of the building)

**[www.echoaustralia.com](http://www.echoaustralia.com)**