

Responses to Feedback

DES Service Delivery Survey in 2011 May

Oakleigh

Thank you for your valuable input into our service delivery.

Consumers' Input	Echo's Responses
Good level of perception of info provided at Initials	Echo ensure clients are fully aware of their obligations and fully informed of our compliance obligations as well as the services Echo are able to provide to them.
Good Job Kiosk facilities	Echo are a not for Profit organisation and have spent a lot of money creating a functional and inviting Job Kiosk area.
Good Job Search assistance	Echo's staff are well trained and professional to ensure a positive and fruitful employment program is provided for individual clients.
Clear employment goals	Echo staff inform clients of any obligations they have and market clients to the employment area of the clients choosing. We consult closely with our clients to ensure a positive career path and employment outcome is established.
Good skills training	Echo run various in-house training in Computers and Job club and staff run motivational and employment based training to improve our clients ability to attain employment.
Good level of awareness of workplace rights & responsibilities	Echo prides themselves on ensuring clients gaining employment are aware of their rights and support clients in the workplace to ensure they are not exploited.
Good level of awareness of grievance procedures	Echo have an extensive client handbook outlining our grievance procedure and review this with clients on a regular basis.
Good level of respect to clients & maintaining clients' 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.