

**Responses to Feedback  
DES Service Delivery Survey in 2011 January**

**Wantirna South**

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

<b>Consumers' Input</b>	<b>Echo's Responses</b>
<b>Good level of perception of info provided at Initials (100%)</b>	<p><b>There has been Staff change in Echo's Wantirna South Team since January 2011.</b></p> <p><b>Any issues that may have arisen are now being addressed.</b></p> <p><b>Privacy and job search support have been discussed in depth with Staff.</b></p>
<b>Good Job Kiosk facilities (100%)</b>	
<b>Good Job Search assistance (50%)</b>	
<b>Clear employment goals (50%)</b>	
<b>Good skills training (50%)</b>	
<b>Good level of awareness of workplace rights &amp; responsibilities (100%)</b>	
<b>Good level of awareness of grievance procedures (100%)</b>	
<b>Good level of respect to clients &amp; maintaining clients' privacy (50%)</b>	