

ECHO Interpreting Testimonials

Testimonial for Echo Interpreting – by Roz Keenan – Deaf Children Australia

Every facet of the Echo Interpreting team is positive. They are always professional, prompt and easy to work with, and make every effort to accommodate our needs. We use Echo in all areas of our organisation – from Board Level to staff meetings to working on appointments with clients. We highly recommend Echo Interpreting to anyone requiring the services of interpreters.

Testimonial for Echo Interpreting – by Carla Anderson – Able Australia

Gee whiz...that is what I really like about your services....so prompt and quick!!! Much appreciated. Thanks.

Testimonial for Echo Interpreting – by Michael Kennedy - Financial Services Southern Metropolitan Region - Department of Human Services

Echo Interpreting provides high quality professional interpreting service that I require for meetings and appointments for my work at the Department of Human Services (Financial Services for the Southern Metropolitan Region). I have been very happy with the professionalism and punctuality of interpreters from Echo Interpreting.

My experience with Echo Interpreting has proved that time and again Echo is an efficient agency when booking interpreters for appointments and receiving confirmation, an industry leader in managing appointments. Agency/Client relationship has been great and has assisted in overcoming the “frequent” last minute changes to my appointment times.

I have found Echo Interpreting to be of the highest standard in the provision of services, therefore I highly recommend Echo Interpreting to anyone requiring the services of interpreters.

Testimonial for Echo Interpreting – From RMIT University DLO

Echo Interpreting has been fabulous! Interpreters are always required for students and often at late notice. In the past we have had difficulty booking interpreters but since having Echo Interpreting on board this is the first year that we have had a flawless system. Echo Interpreting was able to cover all of our interpreting needs and was always very helpful with last minute timetabling adjustments. We will definitely be contacting Echo Interpreting for all of our future interpreting needs.

Testimonial for Echo Interpreting – by Jacinta Birchall – Acting Team Leader event and Venue Service - Creative Communities- Yarra Ranges Council Utilising Echo Services Since 2013:

I found the website booking page easy to use and if there was anything I didn't understand or seemed irrelevant to our request, I was able to call the office and be guided. The confirmation and communications were clear and prompt. By us providing detailed run sheets and information around our online events, the ECHO team were able to respond, ask questions and make further suggestions to guide us. Echo has so much experience in the online delivery space as well as in person, that we were able to present high quality accessible services to a very large group of community members. We really appreciate the service you provide and have shared your contact with other colleagues at Yarra Ranges Council.

Testimonial for Echo Interpreting – From Heath Worton – Australian Taxation Office (Deaf) – Utilising Echo Services Since 2007:

I'm Deaf client working as a professional, I have booked my interpreters with Echo for 16 years. They are very quick to book my interpreters and I feel very lucky to have them. The online booking is clear to me, and I can see all of my bookings and who is the interpreter. It's excellent service. They now have video bookings and makes it easier for me coz Auslan is my first language.

Testimonial for Echo Interpreting – From Sarah Sudweeks – Echo Casual Employee for 17 years – NAATI Certified Interpreter for 23 years:

As an interpreter who subcontracts to multiple agencies, I have always appreciated the ease and straight forward approach of working with Echo Interpreting. From their friendly and responsive staff, the huge variety of work they offer as well as their no fuss, user friendly online booking system, they certainly make the administrative side of interpreting very easy to manage. From their early beginnings, Echo have established and always maintained an outstanding reputation that compliments and works cohesively with the ethics of both the deaf and interpreting communities. It is for this reason that I am proud to align my business name and reputation with that of Echo Interpreting.

Testimonial for Echo Interpreting – From Tamara Trinder-Scacco – NDIS Participant (Deaf) – Utilising Echo Services Since 2019:

Echo interpreting staff are friendly and professional at its best. Communication is seamless and courteous. The staff always ensure they allocate the interpreters to match my needs under different settings. Using their online booking system is easy to follow and I love the fact they have recently added a new format of online booking where I can make a booking via Auslan video if I need to. Echo Interpreting are my preferred choice under Auslan interpreting agency.

Testimonial for Echo Interpreting – From Marc Ethan – Interpreter – NAATI Certified Interpreter for 26 years:

I use the Echo app daily and have found the app to be smooth and easy to use. At a glance I can see all my upcoming interpreting assignments, for the day, the week, or the month. The app also includes other information like VRI (Video Remote Interpreting) links, for online interpreting assignments. The app keeps a track of the interpreting assignments and when you've finished the job, you can sign off on the app. You can add comments on the app too, so the Echo administration staff can be updated with any changes that might be coming up and/or provide feedback about the interpreting assignment.

Testimonial for Echo Interpreting – From Tishani Grioli – Echo Interpreter 6 years – NAATI Certified Interpreter for 7 years:

I've been working for Echo for more than 7 years and their mobile app is great, easy to use and the Echo team keep all their data up to date. As interpreters all of the information we need is always there and can easily be accessed. It operates both on a PC and mobile device which gives me great flexibility when I'm out. It is always safe and secure.

Testimonial for Echo Interpreting – From Brendan Gray – Echo Casual Employee for 13 years:

I've been working as a Notetaker and Participation Assistant with Echo Interpreting for over 13 years. The website has provided convenient access to the various types of information needed for client bookings, presented in a clear, user-friendly format. It has also enabled personal administration related to employment (e.g. taxation, Covid-19 payments), to be effectively maintained.

Testimonial for Echo Interpreting – From Kathy Smitt – Deaf NDIS service user

Good morning Zee and Dan, I just wanted to use this opportunity to say a HUGE thanks to both of you for providing and finding an interpreter at a short notice for my nephew's 40th last Saturday night!! I have told (Interpreter name removed for privacy reasons) a few times how appreciative I was with her, and the family was too. It went really well despite the hot weather conditions, and it was wonderful to catch up with the family.. Ok, I could go on and on about Echo Interpreting, but all I wanted to say is just THANKS again to both of you for your hard work and efforts in providing interpreters for me in the last five years with Echo (yes, 5 yes!) Keep up the good work!! 🤗😊😁👍🙏🙌👏😄😁🏆🏆🏆

David Wilson – Deaf Children Australia – CEO – Utilising Echo Services Since 2005:

Andre Lomp – Parliament Victoria – Community Engagement Manager – Utilising Echo Services Since 2018

The above two references were provided as a formal document which can be viewed as per the accompanying attachments.



Parliament of Victoria

Reference for Echo Interpreting

The Community Engagement Unit at the Parliament of Victoria has been using Echo Interpreting to provide Auslan interpreters for our programs and activities over the past four years.

The interpreters provided by Echo Interpreting have supported a range of activities including public webinars, workshops, meetings, presentations, and production of a regular video news bulletin in Auslan. With the professional services they have provided, we have been able to make our information and programs more accessible to Deaf community members in Victoria.

Working with Echo Interpreting has always been a smooth, efficient and professional experience. The process of making bookings in advance with Echo is an easy one. Even when last-minute requests come up, the staff at Echo Interpreting work hard to ensure they can fulfil our interpreter needs.

They are thorough and have been helpful with providing advice and answering our questions when needed. Interpreters we have booked through Echo Interpreting have always been extremely professional. They are punctual, take the time to understand the subject matter being discussed, and always wrap the job up with a smile.

We will continue to use Echo Interpreting going forward as the service they have provided to us over the past four years has helped us to connect with members of the Deaf community in Victoria in a meaningful way.

A handwritten signature in blue ink, appearing to read 'AL'.

Andres Lomp
Community Engagement Manager

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**Deaf Children
Australia**

597 St Kilda Road Melbourne
VIC 3004 PO Box 6466
Melbourne VIC 8008

Tel +61 3 9359 5300
Fax +61 3 9525 2595
SMS 0409 553 121
Email
info@deafchildren.org.au
website
deafchildreanaustralia.org.au

ABN 57 108 025 207 / ACN 108 025
207

To whom it may concern:

TESTIMONIAL FOR ECHO INTERPRETING

Deaf Children Australia has been utilizing the services of Echo Interpreting since 2005. We have found their service to be of high standard, competitive, and customer focused.

Echo Interpreting always go above and beyond to assist us in our interpreter needs including matching the right interpreters for assignments, ensuring only appropriately skilled interpreters are booked on assignments of a complex nature, accommodating unavoidable last-minute bookings, and providing advice and training as required.

Their booking system is easy to use and navigate and we find their support if we encounter any issues (which very rarely occurs) to be wonderful.

Deaf Children Australia is extremely satisfied with the exemplary service offered by Echo Interpreting, we use their services for all our client, staff and stakeholder bookings and recommend them highly.

Yours faithfully

David Wilson
Chief Executive
Officer Deaf
Children Australia