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30 August 2022

Mr D Collins  
**Oculus Prosthetics**  
Unit 2/128 Varsity Parade  
VARSITY LAKES QLD 4227

Dear Mr Dwayne Collins,

### RE: 2022 AWARD RESULTS REPORT

Following our earlier advice regarding **Oculus Prosthetics'** success in becoming the National Winner in the 2022 Australian Achiever Awards for Australia's **OPTICAL SERVICES & SUPPLIES** category, we are pleased to present your notification of results.



**Oculus Prosthetics, NATIONAL WINNER of the 2022 Australian Achiever Award for Optical Services & Supplies.**

You **achieved a score of 98.60%\*** for customer relations and service. This is an outstanding result and shows that your customer service approach is one of the highest standard.

#### REVIEW & RESULTS NOTIFICATION:

**2022 Overall Score: 98.60%\***

The following analysis of your score across all customer and trade references provides an indication of how your business rates over eight customer service values:

<b>Time Related Service</b> – <i>phone calls/appointments/delivery</i>	100.00%
<b>Client Needs</b> – <i>is the customer getting/given what they want</i>	100.00%
<b>Care and Attention</b> – <i>all dealings handled with expected care</i>	100.00%
<b>Value</b> – <i>does customer satisfaction outweigh the cost</i>	100.00%
<b>Attitude</b> – <i>politeness/friendliness/handling problems</i>	100.00%
<b>Communication</b> – <i>clarity/courtesy</i>	92.73%
<b>Referral</b> – <i>word of mouth recommendation</i>	91.67%
<b>Overall Perception</b> – <i>consistency/standard of work/presentation</i>	96.43%

(\*Please note that your overall score of 98.60% is not an average of the above scores. Please call our office if you need further clarification.)

We asked your customer references to provide feedback and comment on your areas of strength as well as areas they thought could be improved.

#### STRENGTHS

Human contact.  
Personable experience.  
Caring.  
Professional manner.  
Clear & concise with information.  
Communication.  
Product workmanship.  
Customer service.

#### SUGGESTED AREAS FOR IMPROVEMENT OR IDEAS FOR EXPANSION

(given as constructive feedback)

No comments received.

Other comments received from your customers were:

*Dwayne's skill is almost like Leonardo Da Vinci's; it is an art. The finish of the product takes hours and I appreciate that it is an incredible art. I even asked him where I could help him out. He has changed my life.*

*After I had an eye removed a couple of years ago, I went on Oculus Prosthetics very welcoming website and learnt about Dwayne's background. His professional manner made me feel welcomed and at ease. He is highly motivated, caring, empathetic, and so helpful in person. Twelve months after the initial surgery, he made another mould and then followed up again. He is happy to answer any questions at any time of day. And, he has been incredible in helping me as a person and also as a professional.*

*Oculus Prosthetics has a very individualised service. Dwayne is very helpful in answering questions and provides help after hours. He is excellent to deal with.*

*They schedule the appointments around my work, and Dwayne works extra hours to fit me in. He has fixed issues with my prosthetics and ensured I was happy with the product. Even when dealing with some personal issues, he went above and beyond, putting me first. He is lovely, kind, considerate and understands my needs.*

Staff that were specifically acknowledged for their remarkable service:

Dwayne Collins (x4).

#### HISTORY OF RESULTS:

You currently have no history. History of past scores is available to past entrants for benchmarking purposes, and help setting KPIs. We thank you for entering for the first time this year. This section will be of assistance when you enter again.

#### AUTHORISED LOGO:

You now have the right to use your awarded Australian Achiever logo. The use of this alerts potential clients to your commitment to customer service and relations. It 'flags' your excellent record and endows a unique benefit on your business that attracts custom.

The Australian Achiever logo has proved to be a highly marketable endorsement of a businesses' excellent service levels. Every business that promotes their award benefits from the cumulative effect created by all the businesses that are using their Australian Achiever Award wisely. Use it on your business stationery, in marketing material, in advertisements, on your website, across social media, etc. Many businesses make extensive use of the Australian Achiever logo and have testified to gaining extra custom by promoting their Australian Achiever distinction.



The Australian Achiever logo™ is **Trademark** protected.

In order to guard its reputation and effectiveness for all businesses using the logo, we reserve the right to withdraw authorisation of use of the logo by any business that demonstrates it no longer respects the principle of quality customer service. **The logo you are authorised to use is represented by the logo on this page and must not be altered in any way without prior permission from Australian Achiever Pty Ltd.**

**NATIONAL WINNERS PACK:**

The Winner's Pack, includes your prestigious jarrah wood Trophy, your framed National Winner Certificate and a winner's Window Decal for display in your premises. The pack will be delivered to you as soon as your trophy is complete.

A Media Release incorporating your results and customer comments will also be enclosed for your use. We recommend that you use this to get the word out about your success and in turn attract new clients. You can send it to your local paper, industry magazines, include in tenders, send to customers, include in a newsletter, display on a staff noticeboard, etc.

**ONLINE RESULTS:**

[WWW.ACHIEVER.COM.AU](http://WWW.ACHIEVER.COM.AU) Australian Achievers' website provides the community with a listing of businesses that have proved their commitment to customer service. This listing covers many separate business categories and the 2022 list (including business name, suburb, phone number and awards status) for Australia's Optical Services & Supplies category can now be viewed. Being included on the website listing means that your business is credited as one of the few businesses that treat its customers with due care, attention and respect.

**ADDITIONAL MARKETING MATERIAL:**

To assist the promotion of your customer service excellence, we stock extra certificates, window decals and lapel badges, which may be purchased by simply contacting us.

- **Window Decals.** Single-sided window decals, like that included in this pack, are available at \$15 + GST.
- **Lapel Badges.** An attractive gold and black glazed metal lapel badge (16mmx16mm). These badges display the Australian Achiever Logo with the words "Customer Service" and are undated. They are available from between \$5 to \$6.50 + GST each (price determined by qty).

**STAY INFORMED:**

In order to stay informed and up to date, we invite you to visit us on **Facebook** /australian.achiever.awards. Like and select 'See first' under Following, to be the first to hear about the awards schedule for the year, what categories are open and closing, when results are mailed, winner announcements and photos, and all things Australian Achiever! Feel free to like the page and we will return the compliment. You can also find us on **Instagram** @australian.achiever.awards and **LinkedIn** /australian-achiever-awards.



Tag us @australian.achiever.awards or use #australianachieverawards and #customerserviceexcellence to have your posts seen and celebrated.

**Congratulations on your 2022 Australian Achiever Awards success! We wish you all the best and another successful year of trading.**

Yours sincerely,

Jody Harwood

Director

**Australian Achiever Awards // SHINING A LIGHT ON REMARKABLE CUSTOMER SERVICE**