



## Positive Comments in 2016

Thank you for feeding back to us your compliments so that we may continue to deliver our quality service to you at ECHO Australia in Pakenham.

### DES Service Delivery Survey

- My mental condition is taken **seriously** and is **nurtured**.
- My **consultant** was **helpful**.

Thanks for your feedback, all suggestions for improvement have been submitted to management and follow up actions are being instigated.