

# ECHO Gazette

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Working together to care for our community.

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## CEO's Message

Welcome to the new and revised ECHO Gazette.

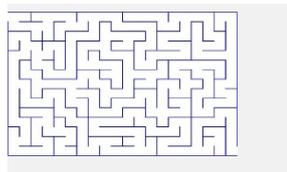
Over the last few months we have been updating our website and our written materials to promote ECHO's message as a small, locally focussed, and quality service provider. The presentation has changed but not our underlying values and principles.

We remain committed to our "Same Person, Same Time, Same Day" approach to service delivery whereby clients know the person who will be assisting them and the time that they will arrive. The "My Mum" approach hasn't changed which means that if it's not good enough for "my mum" it's not good enough for anyone (including dads, grandparents etc ....)



Here's my mum, feeding the birds outside her house in Wales on her 85<sup>th</sup> Birthday. On'ya mum.

Phil Baker, CEO



## Navigating the Home Care Maze

At the moment, home care services are provided through two different programs. In WA there are services provided through the Home and Community Care (HACC) program and also through Home Care Packages. Each has its own entry path and different ways of operating. The "My Aged Care" website has the relevant information.

**The Home and Community Care Program (HACC)** - is jointly funded by both State and Federal Governments and provides basic support services generally for people over the age of 65 and their carers to assist them to continue living independently at home. HACC support is designed to assist people with the greatest need and aims to maximise people's independence.

**Home Care Packages** - are funded by the Federal Government and operate under a Consumer Directed Care (CDC) model. A Home Care Package provides a co-ordinated package of services tailored to meet your specific care needs to help you stay in your own home as you get older and give you choice and flexibility in the way your care and services are provided to you at home. Packages are offered from Level 1 to Level 4, with Level 4 attracting the highest Government subsidy.

Many people are likely to, over time, transition from HACC to Home Care Packages, and some have already done so. The main difference between the two programs is that under a CDC model, clients have control over their budgets, and can purchase services. From February 2017, clients can also choose their service provider and are not limited to services provided by any one agency.

It would be timely to advise people who already have an ACAT assessment and who are still receiving HACC services to consider transitioning to the CDC model, even if you don't have an increase in your needs at this stage. As of February 2017, there will be a National waitlist for packaged care and all unfilled packages held by agencies in WA will go into the National pool. This could potentially mean that if you find your needs increase you will go onto a waitlist, which could mean that you might have to wait until a package becomes available before services can increase.

Our website has an overview of the changes in the system. I hope that this will be useful. <https://www.echocommunity.org.au/navigating-the-home-care-maze/>

You can contact the office and chat to someone if you need more information.



## Visit by Tim Hammond

Tim Hammond came to visit on 21<sup>st</sup> September as he had become aware that we had received additional funding through the HACC Program for a replacement 12 seater bus plus some additional funding for ongoing services. Tim is the Federal Member for Perth and is the Shadow Minister for Consumer Affairs and the Shadow Minister Assisting for Resources

It was great to see Tim take such a personal interest in our agency and I think the chat he had with a volunteer and a client gave him a greater insight into what we do. I hope he will visit again, as there is always something new to discover at ECHO. As a follow-up, there was a nice piece in the Eastern Reporter which went into the story in more detail.

## ECHO a Double Finalist in the 2016 Belmont Small Business Awards

We submitted applications under two categories – “Achievement Award” for our same person, same time approach and the “Community Spirit Award” for our Sunshine Club.

We are pleased to say that we are finalists in both categories. We won't know if we have won until the Award Night which will be on 26th October.

Last year we were finalists in one category and we were pipped at the post by TADWA – (Technology Assisting Disability, WA) and while we congratulated a worthy winner, we are hoping for better this year.



ECHO was again a finalist in the AGED CARE SERVICE WA industry awards which was held earlier this year.



## Our new brochures

Over the next few weeks we will be giving our Support Workers copies of our new brochures to give to their clients when they next visit.

We broke with tradition and took photos of our actual clients, staff and volunteers for use on our website and our brochures. Doing the photoshoot was great fun, and I thank Alan and his crew from Key2Creative for putting it all together.

Everyone will get a couple of copies – one for yourself and one to give to someone who might be interested in ECHO's services. Please pass them on if you are happy to do so.

## The Sunshine Club

ECHO has a specialised Day Centre for people with Dementia. The groups are held on Monday and Thursday 10am to 1.30pm. Lunch is cooked on the premises each day and supervised transport is provided to and from the centre. On Friday we have a men's group which is also dementia specific and activities are programmed around “men's business”. All activities are planned and organised to spark memories and to encourage participation in group activities such as word association, planting and looking after their own vegetable garden, singing and music, and playing with Charlie the dog.