

Welcome to **ECHO**

2016/17 Annual Report for clients and their families



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ECHO Community Services is a registered charity and has the Australian Charities and Not-for-profits Commission tick of approval.

ECHO Community Services acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters and community. We pay our respects to them and their cultures; and to elders both past and present.

Welcome to ECHO Community Services

ECHO Community Services supports older people and people with disabilities to live independently in their own homes.

We have been providing services since 1982 in the City of Bayswater and more recently in the City of Stirling.

In 2015 we were awarded *Best Small Provider* at the Aged and Community Services WA Excellence in Care Awards and we have been a finalist or winner at ceremonies over the last four years. While winning awards is always good news, particularly as they recognise our excellent team and the work we do, the very best acknowledgement we get is from our clients and their families. Some of their comments are included elsewhere in this report.

At ECHO, we have one very simple philosophy.

“If it’s good enough for My Mum, it’s good enough for everyone’s Mum. If it’s not good enough for My Mum, it’s simply not good enough.”

This “My Mum” approach applies equally to any family member. It means that we do our best to treat our clients as if that person is someone we already know and love. We respect their histories, their stories, their dreams and their vision for their future.

Everyone is someone’s Mum / brother / sister / friend ... the list goes on. At ECHO, each person who receives a service is “My Mum”.

“ECHO staff are very caring and helpful in every way.”



“Your services are above reproach.”

2016/17 an overview

It has been another big year for ECHO. The confidence our clients continue to show in ECHO is reflected in the increase in Home Care Packages under a Consumer Directed Care model.

For the first time, clients who have been given a package can choose which agency holds it. This means ECHO can take on clients from Level 2 to Level 4 packages. Consumer Directed Care means clients can choose what services they want and who should provide it, within their budget. Our numbers continue to grow.

We could not have achieved this without the support and dedication of all our staff and volunteers. They all go the extra mile to ensure the “ECHO Experience” is a positive one for everyone who receives a service. A big “Thank You” to everyone from the Chair and the CEO. Your efforts are much appreciated.

Some of the great things that have happened in the last 12 months include:

- Our *Sunshine Club* goes from strength to strength. This award winning dementia specific Day Centre program now operates four days a week and we are looking for ways to expand this service.
- Our Board has recruited new members in the last 12 months. Over half the board is new to ECHO with a new Chair, Vice Chair, Treasurer and Secretary, operating under a new constitution. However, we still have several of the long standing Board members continuing to serve and who provide continuity of our history and our values.
- Our clients continue to provide positive feedback on their experience with ECHO. People like what we do and the way that we do it.
- Our client numbers are still growing and we have taken on a number of clients who previously received services through the City of Bayswater HACC program.
- We are looking forward to a period of development and growth with a new strategic direction set by the Board. This complements the “My Mum” philosophy, as our clients always come first. We hope to have more of them.



Our services

ECHO helps people in many different ways.

We provide services through the Home and Community Care (HACC) program, through Home Care Packages and through brokerage arrangements with other agencies.

We help by keeping the house and garden clean and tidy, taking people to the shops or medical appointments, assisting with personal care and getting out and about to help them remain connected to their community.

Our services include:

- Transport
- Personal care
- Respite
- Day centre
- Home and garden maintenance
- Social support
- Case management for package clients
- Food services
- Domestic assistance

Most popular services accessed in 2016/17



31%
home and
garden
maintenance



30%
domestic
assistance

7%
other
services



23%
transport

9%
social
support



1560 active clients
at 30 June 2017

74% services delivered
in the City of Bayswater

26% services delivered
in the City of Stirling

Our stories

Our stories are our clients' stories. Every day our clients and their families give us comments and feedback.

Here are just a few.



- "I couldn't manage living on my own without this help."
- "It keeps me independent."
- "Nanna's comment when asked about your service - 100%."
- "I cannot begin to tell you what a help this is."
- "I don't know how I would cope without your service."
- "I live in a large home and the help I receive is most beneficial."
- "I feel comfortable and I am very happy with your service."
- "Friendly and bright - like a breath of fresh air."

The Sunshine experience

Our popular dementia specific day centre program is called the Sunshine Club. We asked a few members what they thought the best thing about ECHO was, and this is what they said:

"A comfortable place to come and socialise with others."

"It's all about friendship and happy people."

"The most beautiful place in my life."

"Great place to be and feel stimulated."



Our future

ECHO 3.E. – Embrace, Enhance and Enrich

Being a small, community based organisation has served us well. It has enabled us to get to know people, create trust, and instill confidence in the services we provide.

ECHO Community Services is now an organisation providing care to the frail aged and disabled enabling independent living with dignity in their own homes.

We have a history to share and a journey to complete.

We may not be able to prevent growing old, but we can enrich the experience for the families we serve, our staff and our volunteers.

Australia faces significant challenges over the coming 30 years due to the massive increase in the over 65 age group population. Half the Australian workforce will be retirement age in 15 years. By 2047 Australia's 65+ population will have increased from 3.8 million to 7.5 million. Within those numbers we will have another 1.4 million people aged over 85 years of age.

In our region demand for our services will grow. To enable ECHO to meet the expected increased demand for our expertise the Board has endorsed a strategic plan called ECHO 3.E. This strategy outlines the 3rd evolution of the organisation whilst connecting our past to our future.

We will do this by **Embracing** our History, **Enhancing** our Present and **Enriching** our Future.

As ECHO prepares for the future demographic challenges associated with an ageing workforce, it is imperative to ensure we have the right people, volunteers and the services to meet the demands of our changing customer base.

“Always very polite, helpful and efficient.”

Supporters and partners

ECHO is fortunate to have people and organisations throughout Perth willing to work with us.

One example of how we collaborate is through a brokerage agreement with an external agency, whereby a client is registered with another agency but chooses ECHO to provide services. We have formal brokerage agreements with the following agencies and are in the process of negotiating more.

- Brightwater
- Catholic Care Homes
- Silver Chain
- Amana
- Juniper
- Avivo

Other friends and colleagues include:

- City of Bayswater (Olive Tree House)
- Bethanie
- Aged Care Assessment Teams (ACAT) – SCGH and RPH
- CPE Group
- Bendigo Bank
- ACSWA
- Regional Assessment Services
- Key2
- ANSON Management Consulting
- Alzheimers Association
- Red Cross

And, of course, we thank our most important partners – our clients and their families.



Our people

Board

Mr Paul Blackbeard – Chair

Paul has over 25 years of global experience handling a variety of Board, senior management, operational and strategic roles.

Ms Frances Kelly – Vice-Chair

Frances is the Group Finance Manager, Contracts and Procurement, for a large, multi-state home care provider and has extensive experience in the aged care sector.

Mr Greg Palmer – Secretary

Greg has over 30 years work experience in the disability sector and has been a public advocate. As well as a Board member, Greg is one of our transport service drivers.

Ms Janice Jones – Treasurer

Janice is a consultant and actuary with over twenty years' experience in the financial services sector advising corporations, trustees and government.

Mr Glenn Carmody

Glenn has 25 years experience in management specialising in strategy and business development.

Dr Kylie Hollins

Kylie has strong experience across different industries in strategy, governance, project management, technology and health & safety.

Ms Christine Goodall

Christine started at ECHO in 2000 as part-time carer for four years before becoming a volunteer. She has been a Board member for over 10 years.

Ms Kathleen Howell

Kathleen joined ECHO in 1997, initially with the craft group, then social support home visiting and shopping for clients. She has been a Board member for over 10 years.

Mr Paul Purdy

Paul joined ECHO as a volunteer transport driver and has since taken on the role of Board member. Paul has a background in aged care at the Federal level.



"I thank you all for the help and support - bless you all."

Staff

CEO – Phil Baker

Chief Operations Officer – Christine Groves

Chief Finance Officer – Heloise Steyn

Administration Officer – Ede Lappel

Bookkeeper – Sonja Pfister

Payroll Clerk – Rachel Capp

Coordinators – Jenny Barron, Jenny Quartermaine, Kim Turnpenny, Lisa Mladenovic and Paulette Lazenby

We also have maintenance, support staff and volunteers who, together, make our services possible.

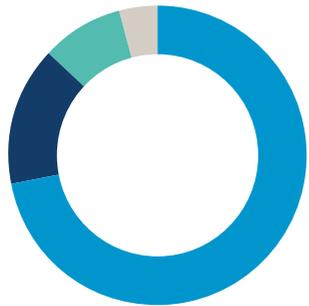
Finances

Our financial results are a vital ingredient in our success.

Having a solid financial platform provides ECHO with the ability to adequately fund the much needed day-to-day services to our clients. We also aim to invest in expanding and provide a sustainable platform today and for the future.

2016/17 Revenue

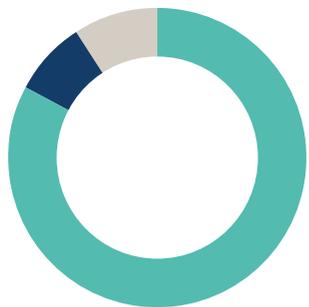
Our total revenue for the year ending 30 June 2017 was \$3,378,287, this is an increase from the previous year of 11%. Funding for ECHO comes through various channels.



- 72% HACC Recurrent Grants
- 15% Client contributions
- 9% Consumer directed care income
- 4% Other income

2016/17 Expenses

As you can see our biggest expense is staffing. This is reflective of the importance we place on the ability of our staff to provide high quality and unique services to our clients.



- 83% Employment
- 8% Administration
- 9% Other costs



“Overall, I think your services are excellent, provided by first rate people.”

ECHO

Community Services

Working together to care for our community.

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