

ECHO

Community Services



Annual Report
2019/20

ECHO

Community Services

Working together to care for our community



Extended Community
Help Organisation (ECHO)
is a registered charity.



ECHO's purpose is to enrich the lives of people living independently in their own homes through connection to services and community.

ECHO's values:

Excellence **Honesty** **Compassion** **Opportunity**

At ECHO, we have a very clear philosophy. When we are delivering services, we ask ourselves one question:

"Is this good enough for My Mum?"

ECHO 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 past, present, and future. As people who care for and support the elderly and people with disabilities, we particularly appreciate and seek to learn from the wisdom of elders at all times.

LASA Rising Star Winner: Hadja Sow

This year Hadja Sow was awarded the Western Australian division of the Leading Age Services Australia Rising Star award after only having completed her training in Australia in 2018. Hadja has become a vital contributor to the work of ECHO. Starting as a Support Worker in May 2019, Hadja was promoted to the role of Scheduler in November, less than six months later.

Originally from Guinea, Hadja's career commenced in the field of marketing. Guinea is a country in West Africa and the official language of the country is French. Being multi-lingual, Hadja has travelled extensively for her university studies and career. During her earlier career, she looked for opportunities to do more for others. "My mother was a big influence on me," said Hadja, "she was a role model, always finding ways to share her own wealth and opportunities to benefit others. I believe that's important – everyone deserves quality of life."

"As a Scheduler," Hadja said "we are a key link between the clients and staff both in the office and in the field, helping to make sure each client has the right Support Worker, with the right skills at the right time." Hadja has the ability to keep clients at ease and ensures clients are at the centre of everything she does. Hadja has made a big impact in a short period of time.

At ECHO, Hadja is valued and well-respected by her colleagues and led the Scheduling Team through a major

change process to improve the quality and reliability of services. Hadja is always looking for ways to do more and improve the way ECHO touches the lives of clients. Everything Hadja does is heartfelt and demonstrates the values of ECHO - Excellence, Compassion, Honesty and Opportunity.

While one of the youngest team members, Hadja understands clients are the reason for ECHO's work and is not afraid to get her hands dirty or help out when things get tough. As a qualified former Support Worker, Hadja has been known to visit clients herself, after a full day of work at the office, if she is aware a client is in need. This level of ownership is a great example of ECHO's values of Excellence and Compassion.

Hadja is driven by a continuous improvement mindset, proactively seeking feedback and learning opportunities in the feedback process. Hadja is now looking to extend her education and pursue a certificate in Leadership and Customer Service Relations.

Hadja recently shared she was hesitant to come to Australia after her husband was transferred with his work. For many years, while living in the USA, she and her two children experienced racism. Hadja says she is grateful for the opportunity to be now living in Australia. Any of her concerns of living in Australia are now far from her mind. She considers Australia her home and ECHO as part of her family. We are very fortunate to have Hadja as part of the ECHO team.



Farewell Kathleen Howell

On Thursday, 3 September, members of the ECHO family were sad to attend the funeral of Kathleen Howell, who passed away the Friday before, 28 August 2020, at the age of 90.

ECHO's history is strongly linked to the contributions of volunteers. Kathleen was one of ECHO's early volunteers. Commencing in 1987, only four years after the organisation was founded, Kathleen served ECHO in many different capacities. Included in her role was her commitment to the ECHO Board and Kathleen was named Vice-President at the AGM in September 2000. Kathleen remained on the Board all the way through until 2018.

Kathleen was born in 1930, in Salford, Manchester. As a child she lived through the Great Depression and the Second World War. As a young woman in the late 1940s, Kathleen trained as a nurse in Manchester and obtained a specialist qualification in occupational health nursing.

Marrying at the age of 21 years, Kathleen and her husband, Charles, raised six children.

In 1981, Charles, Kathleen and the two youngest children settled in Perth. Kathleen found employment with Worksafe, and subsequently became the first Occupational Health Nurse for Western Australia. Her work at Worksafe, helped to reduce the incidence of workplace respiratory diseases in Western Australia.

Kathleen's occupational health expertise was invaluable for the Board as ECHO grew, and as it changed from being a volunteer organisation to one with paid staff.

After Kathleen resigned from the Board at the age of 88 years, she was awarded life membership of ECHO for her contribution.





Volunteer Keith Maynard

Born in January 1944, Keith lived in Wembley for over 20 years. "Wembley was absolutely fabulous, I liked that we had Lake Monger at the bottom of our street which was terrific for a school kid growing up. It was close to the beach and city too. It was just perfect."

In his younger years, Keith enjoyed playing sports such as lacrosse and surfing. When asked about his most memorable moments in his life, he fondly remembers the day he married his wife. He has been married for 54 years. For Keith, the most important factor in his long and happy marriage is being able to compromise when making joint decisions.

In 2003, Keith retired after spending 37 years with the Fire and Emergency Department. Keith and his wife travelled extensively prior to COVID-19.

Despite seeing some of the most famous places in the world, Keith still thinks that Australia is the best place to live.

Keith has been volunteering for 11 years. He enjoys driving people around and sharing their life stories during the journey. Keith shared that he gains as much from the experience as he hopes he gives to clients. "It [volunteering] balances my life, you are not taking, what you are doing is you are giving something back".

We are very fortunate to have many volunteers working with ECHO. We thank all of them who take time to share the gift of time with ECHO clients.



Our People - Board Members



Paul Blackbeard (Chair) BCom, MBA

Appointed March 2017

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



Glenn Carmody (Deputy Chair) GAICD, FAIM

Appointed March 2017

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



Janice Jones (Treasurer) BA, Grad Dip Mgmt

Appointed March 2017

Janice is a consultant and actuary with over 20 years' experience in the financial services sector advising corporations, trustees and government.



Chris Goodall

Appointed October 2011

Christine started at ECHO in 2000 as part-time carer for four years before becoming a volunteer. She has been a Board member since 2011 and was named a life member in 2019.



Sarah Wiley Cert Fundraising & Events Management

Appointed May 2019

Sarah is an experienced fundraising and events manager, responsible for building and maintaining stakeholder relationships and partnerships.



Mitchell Hartman MBBS, BSc, GAICD

Appointed May 2019

Mitchell is a medical doctor and has experience with clinical governance and innovation in healthcare.

The Board of ECHO represents the community and comprises a diverse range of skills.



Flora Chong BSc (Occupational Therapy), FAICD,

Appointed May 2019

Flora has experience in senior allied health clinical roles in aged care and mental health and recently running her own business providing health care services to the disadvantaged.



Manraj Khosa LLB (Hons)

Appointed May 2019

Manraj is a former lawyer who has worked in the United Kingdom, Singapore and Australia. He now provides corporate and business advisory services.



Gillian Hull MBA

Co-opted Member | *Co-opted February 2020*

Gillian is a qualified nurse with over 30 years' experience in aged care. She holds qualifications in infection control and dementia care mapping. As part of her career, Gillian set up and managed a 100-bed residential care facility.



Frances Kelly (Deputy Chair) MBA

Retired | *Appointed October 2016*

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.



Greg Palmer Cert IV Assessment and Training; Assoc Dip Arts

Retired | *Appointed October 2015*

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 drivers.



Paul Purdy (Secretary)

Retired | *Appointed October 2017*

Paul joined ECHO as a volunteer transport driver and has since taken on the role of Board member. Paul has a wealth of experience in aged care from his work with the Australian Government

Our People - Senior Leadership Team



Jonathan Smith Chief Executive Officer
GAICD, MBA (dist, dux), Grad Cert Mgmt (dux), BA(Hons)
Appointed January 2018

Jonathan has previous experience as a Board member and co-owner of a consulting firm, specialising in the community sector as well as leadership experience in verticals including disability, aged care, mental health, education and domestic violence.



Heloise Steyn Chief Financial Officer
BCom (Accounting & Audit), Grad Cert Com, CPA, IPA
Appointed May 2015

With over 10 years' experience with KPMG and in the mining and resources industry, Heloise transitioned to the not-for-profit sector over five years ago and has experience in financial and strategic management.



Tara Eastep Community Care Manager
MBA (advanced), Masters Communication and Science Disorders, Bachelor Communication and Science Disorders
Appointed 2019

Tara is an experienced speech pathologist, with international experience in the not-for-profit sector and managing the therapy department at a US rehabilitation hospital.



Philip Young Grad Dip Bus Admin,
Dip in HR/Personnel Mgmt
Appointed March 2018

Philip has 30 years of corporate and operational experience as a senior human resource manager and director in the Asia Pacific region and across Australia.

Service Delivery

"Client is very happy with HGM service provided today. The HGM team that turned up today cleaned up all the mess from the garden and put it in the bin, client is very happy with the effort they put in and the standard they have completed the service to."



"Client would like to say a massive thank you to Dorcas and Sandra for organising the HGM team to come out and sending the very efficient HMG team. Well done team"

Annual Report Summary

Over the past two years, the Board has overseen some of the most significant changes in ECHO's history – both planned and unplanned.

Big events in the home care sector in 2019-20:

- COVID-19
- Royal Commissions into aged care and disability services continued
- WA start of NDIS Quality and Safeguarding standards pushed back to December 2020

Global pandemic

With the spread of COVID-19, the world became a very different place. ECHO acted quickly and has taken all possible steps to protect and support its clients, staff and volunteers.

Intelicare Project

ECHO received a CHSP innovation grant to trial the new locally developed Intelicare in-home monitoring system. ECHO believes this type of technology has potential to improve care planning to help clients live independently at home longer.

NDIS quality audit

ECHO successfully met all six disability standards, in an independent quality audit of policies and procedures commissioned by WA Department of Communities.

NDIS Quality and Safeguards Commission

As part of WA's transition to the NDIS, the NDIS Quality and Safeguards Commission planned to take oversight of quality management from 1 July 2020. This date was pushed back because of COVID-19 and is now scheduled for 1 December 2020.

Royal Commissions

The Royal Commission into Aged Care Quality and Safety and the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability both released issues papers and progress reports. ECHO made submissions on the need for adequate funding to deliver quality care.

Max Tulley House

COVID-19 interrupted funding options for ECHO's planned renovations at Max Tulley House. Concept designs have been completed.

Growth

In 2019-20 ECHO's revenue continued to grow 18% from \$4,995,168 to \$5,901,199. However, expenses increased 32% from \$4,615,287 to \$6,086,887, resulting in a loss of \$185,688 for the year.

Funding the unfundables

ECHO contributed \$56,327 in financial relief to assist clients during the COVID-19 pandemic and \$14,222 of unfunded services to NDIS clients. We call this 'funding the unfundables'.

Staff

At 30 June 2020 ECHO employed a total of 81 staff members. ECHO created new positions for a Quality Coordinator and a Clinical Coordinator. ECHO's inaugural Employee of the Year was Amy Docker, who moved from the role of Support Worker to be ECHO's Receptionist. ECHO CEO Jonathan Smith was selected to speak at the Not for Profit People Conference in Melbourne in February 2020.

It's been a challenging time for staff, with many pressures combining to increase workload, isolation and stress. ECHO has managed to rebuild through collaboration and investing in developing teams. We thank all who have worked and volunteered with ECHO over the past 12 months.

Big events at ECHO in 2019-20:

- CHSP innovation grant to trial in-home monitoring system
- Completed disability quality audit
- First Volunteer of the Year and Employee of the Year awards
- Increased clinical capability on Board
- Funding the unfundables - delivering services over-and-above support from government

Board

ECHO farewelled Board members Frances Kelly, Paul Purdy and Greg Palmer and welcomed Ms Gillian Hull, with experience as an ECHO volunteer and as a registered nurse.

Volunteer

Mr Andres Barrientos-Perez was the recipient of ECHO's first Volunteer of the Year award. ECHO values the contributions of more than 60 volunteers, who help clients remain connected to services and the community.

The story in numbers

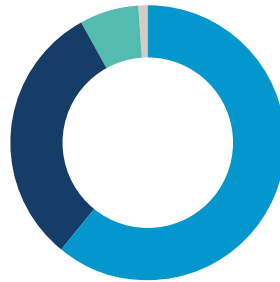
“Client called this afternoon to say how grateful he is to everyone at ECHO for the brilliant service we provide.”

Sound financial management is vital for ECHO to sustainably fund much-needed services for our clients. ECHO also aims to invest in a sustainable platform for the future, to deliver better services to more people.

Revenue

Recurrent revenue for the financial year ended 30 June 2020 consisted of:

- 61% HACC Grants Recurrent
- 31% Home Care Packages
- 7% Client Contributions
- 1% Other Income



Funding for ECHO comes through various channels. ECHO's total revenue for the year ending 30 June 2020 was \$5,901,199, an increase of 18% from the previous year. Recurrent revenue decreased 2.4% to \$4,842,549. ECHO has seen a significant increase in home care packages (40.98%). ECHO also received a significant amount of non-recurrent funding in the form of JobKeeper subsidies (\$454,500), Government COVID-19 stimulus (\$62,500) and an Innovation grant for the Intelicare project (\$540,000)

Expenses

ECHO's expenditure continues to be closely managed during these challenging economic times. The largest expense is staffing, which reflects the importance of our staff to provide high quality services to clients. Administration and other expenses are kept at a very low ratio to ensure the majority of revenue contributes back into client service and care.

Expenses for the financial year ended 30 June 2020 consisted of:



\$250,000 spent on COVID-19 related costs, including personal protective equipment and changes to staffing.

Investment

ECHO has invested in a diversified index fund for the second year, designed to reflect the overall performance of the share market. Despite the global pandemic and economic crisis, the investment delivered a modest 1.9% increase from \$1.44 million to \$1.47 million at 30 June 2020

“Client was very pleased and stated that it is the first time she has had someone from an aged care company being so attentive and empathetic towards her.”



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- Excellence
- Compassion
- Honesty
- Opportunity

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