



**ANNUAL
REPORT**

2018/19

Welcome to ECHO Community Services

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
- Compassion
- Honesty
- Opportunity



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.

Ida's special friendship

"I have been living next door to ECHO for many years," said Ida. "I have lived in this house since 1958 but I grew up in Geraldton from about the age of five."

Ida was born in Wagin and then moved to Geraldton for her father's work as an auctioneer. Ida recalls, "I was about 10, there were two jetties and we would swim in the back beach. We would go with my father and some other gentlemen who would stand in the water up to their waists. I learnt to swim there by swimming to each of them. On Sundays, I would compete in the children's race. It was about 50 yards."

Ida excitedly revealed she was rather a good swimmer. "I remember very much winning and what I did with the prize. We would win money, a penny or so. I would go across the road to buy ice cream and lollies and then share them with the other children."

During her high school years, Ida was a keen hockey player and school swimming champion at the Domenica Ladies Catholic School in Dongara. During this time, Ida learnt many lessons about hard work and determination.

After completing the post office exam, Ida became a telephonist. "To be a good switchboard operator, you had to have a long arm span as you would need to manage over 100 cables. I worked in Geraldton but then asked for a transfer to Perth where I was a telephonist at Princess Margaret Hospital and Sir Charles Gairdner." During her career, Ida saw a lot of change in technology. One constant was Ida continued to play competitive sport and swimming at a national level.

In retirement, Ida befriended a corella, Jack. "He lived with me for 42 years. I taught him to speak. He was not a mimic and we would have conversations. He lived in a big cage outside but always stayed with me inside at night. He was a dear friend and we travelled many places together. He was a local celebrity. He is even on YouTube." (To find the video, search for Jack the corella.) Ida shared, "Every morning, Jack would open his cage and visit me in my bedroom to say good morning. I used to dress him up in a yellow jacket and he hated it."

Unfortunately, Jack was attacked by a bird one day and passed away in Ida's arms. He now rests in her garden under a rose bush called 'Best Friend'.



Bernie's secret to a happy life

"The best memory I have is when I met my beautiful wife, Merle 'the Pearl'. We met in Tasmania and she looked after me well. I then cared for her for about a year before she passed way." For Bernie the secret to a happy life is about family and living a good life with family around. Bernie has lived in the same community all of his married life and lives in the same house that Merle passionately designed. He has seen many changes to the area of Morley and Bayswater, including the growth in roads, shopping centres and homes. When he and Merle moved into their home, Walter Road was only a two lane road and their street was a dirt track.

Bernie however has not always called Australia home "I was born in England. My mum died when I was 13 and my father was busy with his work so I decided to join the merchant navy when I was 16. I decided it was time to have an adventure." He shared many stories of working hard and camaraderie. There were 104,000 people in the British merchant navy in the late 1960s, and now the figure is near a quarter of that. Bernie recalls funny moments on the ship. "I was a young apprentice arriving in the Panama Canal. My commanding officer told me to collect bread crusts to feed the mules that will pull the ship into the dock. I had not been to the Middle East and did not know what to expect and went down to collect the bread. I walked out onto the deck with an arm full of bread to see no mules, just massive trains and a laughing commanding officer. They loved to play pranks on us apprentices."

Bernie loves to read and spends his time finishing at least one book a week. He is also kept busy visiting his grandchildren.

"...the secret to a happy life is about family and living a good life..."

Chris and Paul Goodall – community and friendship

“Paul and I left England in 1966 for a two year holiday,” said Chris. “We did not go back for 19 years.” Bayswater has been their home for many years after spending some time in Point Walter and Inglewood.

“We moved to Bayswater and bought a small shack. We had planned to move on after a while but the moving on became adding on. I think we stayed in Bayswater because we met (long time ECHO volunteer and client) Yvonne Hosie. Yvonne came knocking on the door when she learnt we were involved in the scouts and guides and that’s how we became part of the community.”

When Chris and Paul’s children grew up, they recall there were many groups to join in the Bayswater area. “We have a great council. They look after us well. We also like being part of this community.” Chris has been volunteering with ECHO since 2000 and is also a Board member and Paul has been a volunteer bus driver for many years. When asked why they volunteer, Paul and Chris responded, “We just do it. We never thought about why.”

“When we came to Perth, I was a qualified mechanic after working with the London Transport,” says Paul. “Chris got a job before me and worked at the Red Cross.” Chris added, “I loved my job and managed being a mum. There was no maternity leave back then. We just made it work.”

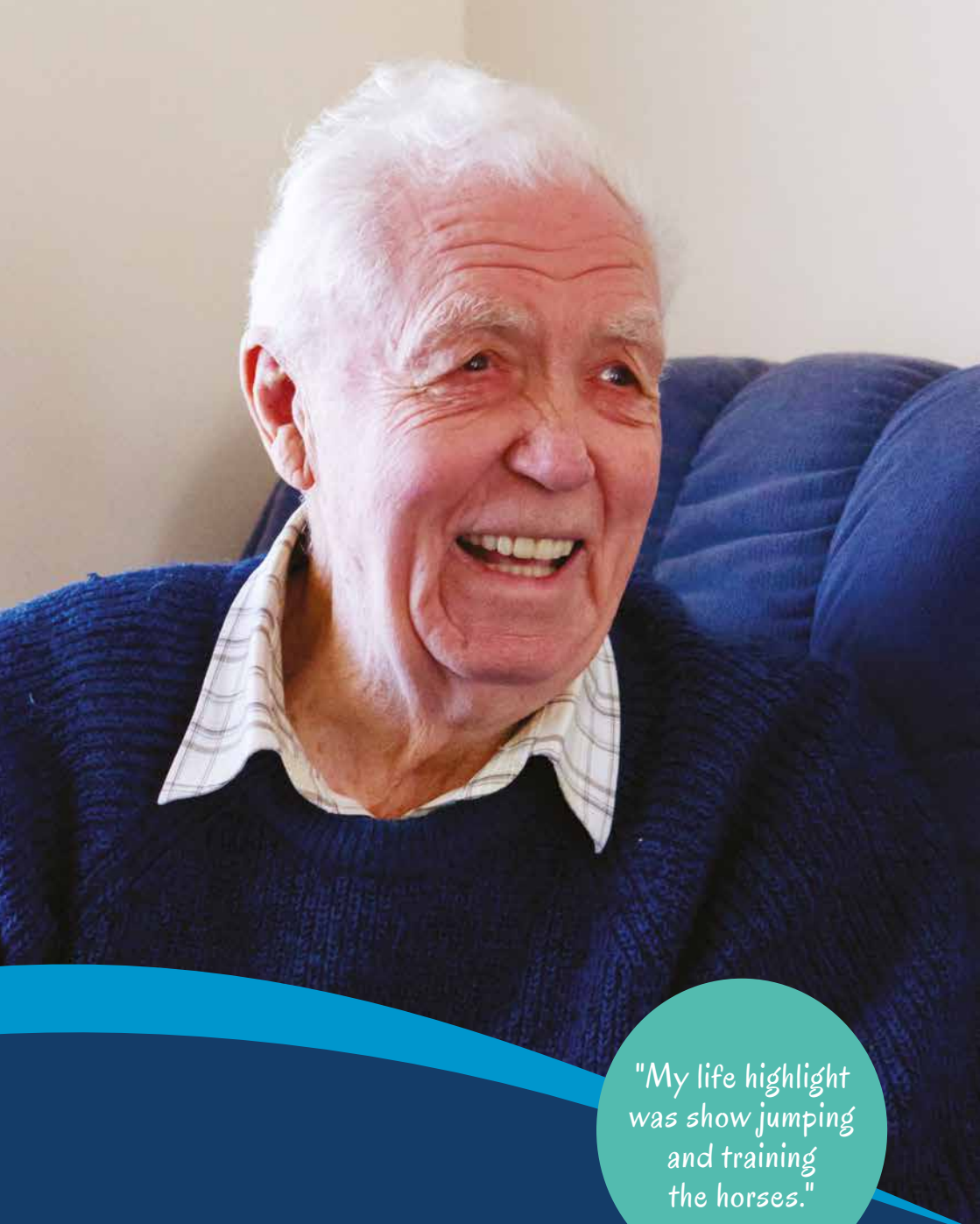
Chris and Paul embraced every opportunity when they moved to Perth, joining the sailing club and car rallying. Some things about their new home were difficult to adjust to. Chris spoke about the limited options for shops in the evening and she had to learn to cook. “It also took a bit to get used to men’s only bars and having to drive to the outer metropolitan areas on Sunday to have a drink at the pub.”

Chris and Paul made a commitment to never say no to an opportunity. It meant that they built a strong community and formed the ‘Worsley Road Mob’. During their time at Bayswater, they saw the growth of the city. Chris said, “We are glad we built on rather than moving on.” During their time in Bayswater, they saw the area grow from having only Charlie Carters as the sole supermarket to the development of Morley Galleria.

“We have a great council. They look after us well.”

“We also like being part of this community.”





Samuel, horse whisperer and entrepreneur

"I grew up in Northern Ireland," said Samuel, "but when I was 25 moved to Rhodesia or Zimbabwe. I had a cousin in Rhodesia and I asked him if he would take me under his wing. He said yes as long as I could get to the boat in London. I left the family farm and after two weeks on a boat, I arrived in Africa and then it took me another two weeks to get to Rhodesia. When I arrived I worked in a timber company supervising 50 - 100 workers in the lumber yards. I loved Africa. Rhodesia was the finest country. I loved the people. I played rugby there. I used to do a lot of horse jumping as well."

Samuel later turned to training horses. "I was always keen on horses and used to ride them in the local shows in Belfast and Dublin. I was always able to identify potential in horses, even when others couldn't and train them to be winning show jumpers." Samuel held records for show jumping in Africa for many years. "I used to feed them on molasses, crushed oats and different meats. I would get up at 4am and school them for two hours every day. Those horses were my pride and joy. I trained horses in Rhodesia and then sold them to the police force and army in South Africa for a profit."

This entrepreneurial spirit stems way back to a young age. "I would work with my father who was an auctioneer in Ireland. At about the age of 12, I would conduct my own auctions. My father would sell the bungalow or the house and I would do the auction. I would sell the furniture that my father took out of the properties."

This experience helped shape some impressive selling skills. "After I left the timber company, I worked for a German confectionary company for 12 years. I was the first person to sell chocolate in Rhodesia. There was no manufacturer in Rhodesia back then."

Samuel credits his life experiences to hard work. "My life's highlight was show jumping and training the horses." These days, Samuel spends his time dancing each week. He also loves visiting his grandchildren and watching their swimming competitions.

"My life highlight was show jumping and training the horses."

Stephen's ordinary life filled with extraordinary moments

"I've been volunteering with ECHO for about 18 months now," said Stephen. "I'm from a farming background. After my father sold the farm, I did a few things and came back to Perth to be a wool classer. I was rather bored with it and decided to do some volunteering work."

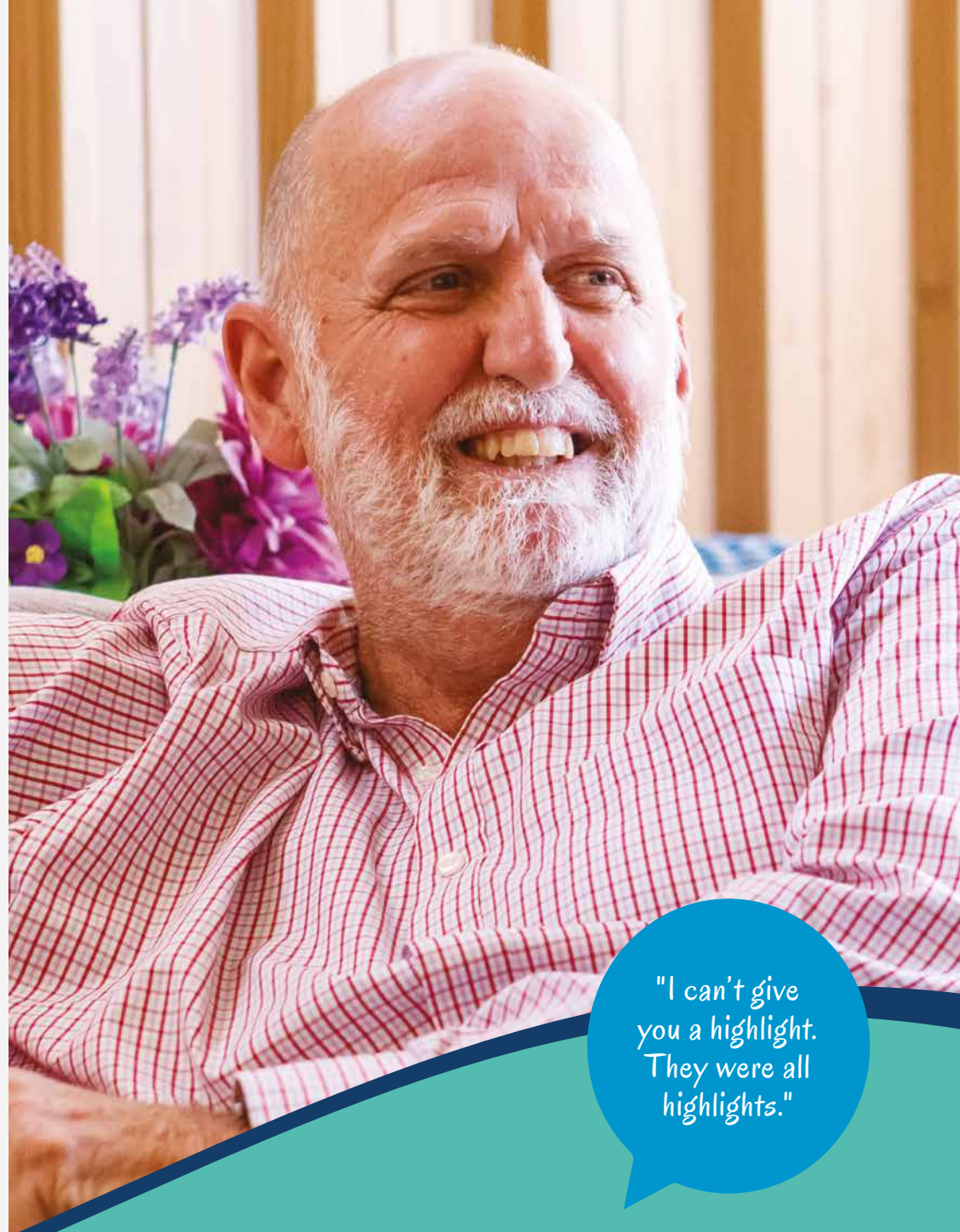
"My wife, Lurleen, showed me an advertisement about working with people with intellectual disabilities. I said 'Nah, that is not for me.' Though I did cut out the slip of paper and kept it in my wallet for about a year." It was a Friday afternoon, Stephen decided he needed a change. He pulled the slip of paper out of his wallet and made the call. "I started going in on Saturday mornings with Discovery Club at the Activ Foundation. I would come home energised and my wife encouraged me to leave my job to work in the sector."

It was a career he enjoyed for over 35 years and worked on some transformational projects. "During my career, I worked to set up group homes with people with disabilities. It was quite trailblazing for its time as we took people with disabilities out of institutions and incorporated them into the community. It was really quite ground-breaking for the time. This is going back around 35 years ago."

While working in the sector, another small advertisement changed the trajectory of his family's life. "I went shopping at Coles in Maylands on a Saturday and threw the paper on the table. I put away the shopping and walked past the paper to see a small advertisement asking to adopt two small children with down syndrome. I read it to my wife and my wife started crying. She said she wanted to always adopt but never thought to ask. As I was working in the sector, we were selected straight away."

Stephen has made an immediate impact as an ECHO volunteer and, in early 2019, he was nominated for a Volunteer of the Year award. "I don't know why I was nominated. I didn't even tell my family but had to tell my wife when we were invited to the award dinner. I asked my wife what she was doing Friday night and only then told her about the nomination," he laughs.

When asked about his career highlights, Stephen responded, "I can't give you a highlight. They were all highlights. I used to tell my staff if you can't throw your legs out and jump out of bed in the morning, then you need to get out of the industry. It is the same for me. I am happy where I am for now. I love being part of the team."



"I can't give you a highlight. They were all highlights."

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.



Frances Kelly (Deputy Chair) MBA
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.



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 on their employee and member benefits, investments and financial planning.



Paul Purdy (Secretary)
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.



Glenn Carmody GAICD, FAIM
Appointed March 2017

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



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 made a life member in 2019.

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



Greg Palmer Cert IV Assessment and Training, Assoc Dip Arts
Appointed October 2015

Greg has over 30 years' experience in the disability sector and has worked as a guardian at the Office of the Public Advocate. As well as a Board member, Greg is one of our transport service drivers.



Sarah Wiley Cert Fundraising and Events Management
Appointed May 2019

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



Mitchell Hartman MBBS, BSc, GAICD
Appointed May 2019

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



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)(Wolv), LLB (UTAS), Nationally Accredited Mediator (NMAS)
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.



Kylie Hollins GAICD, PhD, MBA - Retired
Appointed March 2017

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

Senior Leadership Team



Jonathan Smith (Chief Executive Officer)

GAICD, MBA, Grad Cert Mgmt, BA(Hons)

Appointed January 2018

Jonathan has previous experience as the 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 family and domestic violence.



Tanya Whitehead (Community Care Manager)

Dip Admin, Cert IV Frontline Mgmt, Cert IV Project Mgmt (in progress), Certified Professional Administrative Graduate

Appointed August 2018

Tanya has 12 years' experience working with all levels of Senior Management, CEO and Board-Level Executives in WA in operations and the community sector with skills in project and process implementation.



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.



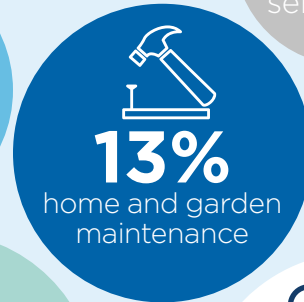
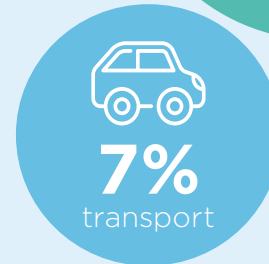
Philip Young

Grad Dip Bus Admin, Dip in HR/Personnel Management

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



Fleet



3 Busses



9 Cars



4 Home, garden and maintenance vans

Annual report summary

In a challenging landscape, ECHO continues to develop and provide quality, sustainable services, and programs.

Big events in the home care sector in 2018/19:

- Royal Commissions into aged care and disability services
- HACC program ending, transitioning to CHSP and NDIS
- New aged care standards
- New charter of aged care rights
- New pricing rules for home care packages (HCP)

New quality standards

Despite the changing landscape with the introduction of the new Aged Care Standards, ECHO has successfully navigated two quality audits. These audits provided ECHO with valuable insights and confidence it is able to define and continually improve on delivery of its purpose. ECHO has invested more than \$100,000 to assess and deliver individualised, consumer-directed care required to meet the requirements of all clients.

Growth

In 2018/19 ECHO's revenue grew 27% from \$3,913,870 to \$4,965,168, and we are pleased to report a surplus of \$379,881 for the financial year. Adoption of ECHO's first ever investment policy meant \$1,350,000 in capital reserves was invested to protect the future of ECHO and to generate revenue which can be ploughed back into better services and opportunities.

Premises

ECHO is outgrowing its head office at 72 Toowong Street and, in 2018/19, ECHO signed a lease with the City of Bayswater for a property in Brand Place, Morley. The building was previously used as a kindergarten and has now been named the Max Tulley Centre in honour of one of ECHO's

Royal Commissions

In late 2017, the Australian Government announced a Royal Commission into aged care. ECHO participated in the enquiry and presented the need to address adequate funding of care, including workforce and capital development. In early 2019 another Royal Commission was established to examine disability services.

founding pioneers and prominent member of the Bayswater community. This expansion will enable ECHO to produce more services to a greater number of people in need.

Board

ECHO's Board plays an important role. We farewelled Kylie Hollins and Katherine Howell after nine years of service to the Board. As a result of these vacancies, ECHO ran a successful Board recruitment process, attracting over 40 applicants. ECHO welcomed Mitchell Hartman, Manraj Khosa, Sarah Wiley and Flora Chong in May 2019. ECHO's constitution was also updated to meet changes to the Associations Incorporation Act.

Volunteers

ECHO started as a volunteer-led organisation back in 1982, and volunteers remain a vital part of ECHO's success. This year ECHO volunteer, Stephen Van Vlijem was shortlisted as a finalist for Volunteer of the Year at the ACSA WA Aged Care Awards. ECHO's fantastic army of volunteers has more than doubled in size, and we thank them all for their hard work and commitment to supporting ECHO's clients.

Staff

ECHO has also recruited and built a new team of Client Advisors and Schedulers. While it has been exciting to have so many new people on board, we have lost some long-standing staff. We are sad to see them leave and we wish them well.

In closing, we thank all who have worked and volunteered with ECHO over the past 12 months. Their steadfast efforts have led to strong governance and direction through a period of ongoing change in the home care sector.

Big events at ECHO in 2018/19:

- First ever purpose statement and values
- Revenue up 27% from \$3.9mill to \$5.0mill
- Active volunteers up 140% from 25 to 60
- Recruited four new Board members
- First ever ECHO investment policy
- Signed lease on additional building, scheduled to open in 2020
- Recruited new team of Client Advisors and Schedulers
- Completed quality audits for aged care and disability
- Complete workforce development plan
- Completed culture plan

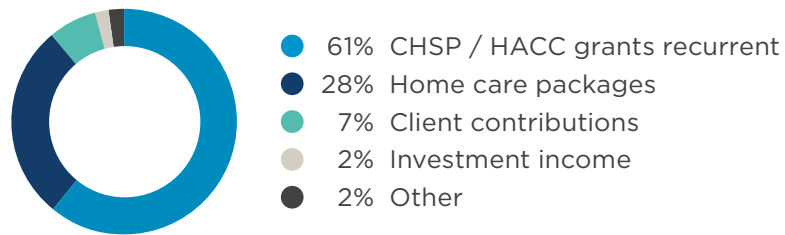
The story in numbers

A solid financial platform provides ECHO with the ability to sustainably fund the 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.

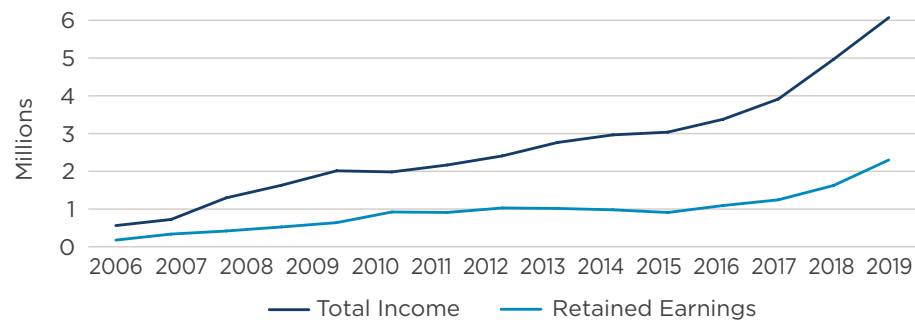
Revenue

ECHO's total revenue for the year ending 30 June 2019 was \$4,964,816, an increase of 26.85% from the previous year. Funding for ECHO comes through various channels. ECHO has seen a substantial growth in home care packages (73.67%) over the 2019 financial year.

Revenue



Income v Retained Earnings



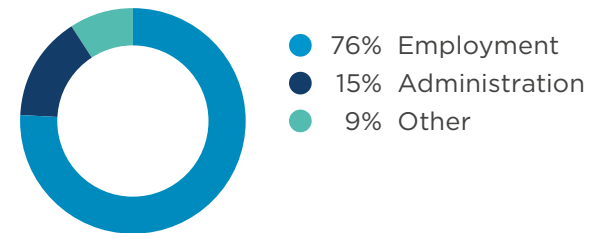
Investment

This was the first year ECHO has adopted an investment policy. ECHO has invested in a low cost diversified index fund. Investment revenue for the year was 6.19%, exceeding ECHO's target of CPI +2%.

Expenses

ECHO's expenditures continue to be closely managed to remain in-line with the growth in revenue. The biggest expense item is staffing cost. This reflects the importance of our staff to provide high quality and unique services to our clients. Administration and other expenses are kept at a very low ratio to ensure the majority of our revenue contributes back into client service and care. In 2019, the cost of quality increased substantially due to the introduction of the new aged care quality standards.

Expenses



ECHO



Community Services

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
- Compassion
- Honesty
- Opportunity

ABN: 44 202 237 906

Service hours: 24 hours, 7 days, all year round

Office hours: 8am to 5pm, Monday to Friday

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