

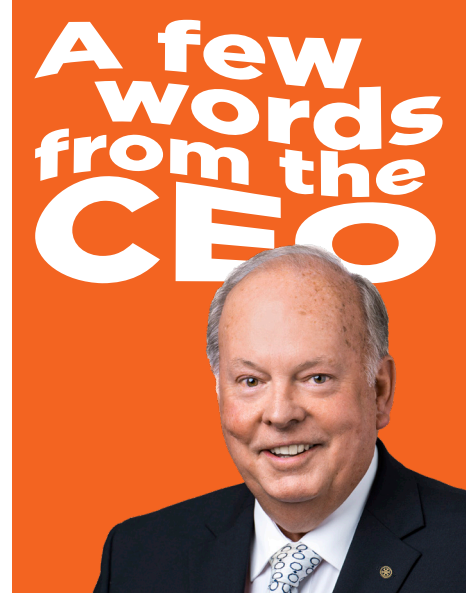
# ECHO GAZETTE

Helping our community enjoy independent lives in their own homes.

## Party Time



ECHO Christmas Lunch 2024



**Australia's new Aged Care Act** passed through the final stages in Parliament on 25 November and will formally come into operation on 1 July 2025.

It's a substantial reframing of the way aged care is delivered and we have much work to do to properly implement the new provisions and rules.

More than 80 people enjoyed the ECHO Client Christmas Lunch at the Mount Lawley Golf Club. Thanks to the volunteers and staff who made it a most enjoyable event. A special thank you to the sponsors who added to our raffle prizes with their generous donations: Pan Pacific Hotel and IGA Bedford.

May you and your families have a joyous Christmas and Happy New Year. Please remember to share a greeting with your neighbours, some of whom may be alone at this time.

Until next time ...

**Stuart Diggins**  
CEO



## New seat allocation process for Bus Outings

To ensure that as many clients as possible are able to enjoy our very popular bus outings, some changes will come into operation from 1 January 2025.

We'll ask that clients choose a maximum of three bus outings they would like to attend in each month. This will affect the outings on Tuesdays, Wednesdays and Thursdays.

There'll be no change to booking arrangements for the shopping trips on Mondays and Fridays. More details will follow.

## Home Care Quality Indicator Pilot Program

Last month we mentioned that more than 300 questionnaires had been mailed to clients seeking their input on questions that may form part of the Quality Indicators used to judge the performance of

Australian in-home care organisations. To date over 120 have been returned. There is still time to complete and return your form, in the provided post-paid return envelope, if you'd like to take part.

## Verbal abuse

Please remember that the support workers who come to you from ECHO or other in-home aged-care providers are there to support and help you.

There have been reports of instances of verbal abuse of support workers or ECHO administrative staff by some clients or their family members.

We're sorry that sometimes circumstances make it impossible to deliver your service at the time or in the manner you would like. However, verbal abuse will not be tolerated.



## Need a lift?

**ECHO's transport services** now have extra capacity to help our CHSP clients stay in touch with their community.

This can include helping you with activities like attending medical appointments or community groups – so you can stay active and social.

These CHSP-funded services are generally for transport from your home and back again.

**If you need a lift somewhere give us a call to book on 9271 7011. We'd appreciate it if you could give us at least one week's notice.**



## We need more volunteer bus drivers and assistants.

We need more volunteers to drive and support our clients on our 12-seater buses. Assistants help with any client needs on a bus outing to a place of interest or entertainment, or on the twice-weekly shopping bus expeditions to local shopping centres. On these outings, our volunteers receive a subsidy towards their lunch. **If you, or someone you know, would like to help out, email [volunteer.coordinator@echocommunity.org.au](mailto:volunteer.coordinator@echocommunity.org.au) or phone 9271 7011.**

Phone

9271 7011

Email

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# ECHO