

ECHO GAZETTE

Helping our community enjoy independent lives in their own homes.

A few words from the CEO



The transition to Support at Home for our Home Care Package clients continues.

The start of the new Aged Care Act and the Strengthened Aged Care Standards on 1 November 2025 was the largest change in aged care rules in a generation.

Along with all other in-home aged care providers, ECHO has spent many months preparing. The changes for you as a client, or the relative or friend of a client, are also substantial. They will take time to get used to.

By working together, we can learn together as we implement this new formula.

We hope it will ultimately support your best possible life at home, prolonging independence with dignity and person-centred care.

Until next time ...

Stuart Diggins
CEO

Our new rights-based Aged Care Act¹

For the first time, a Statement of Rights for older people accessing aged care services is included in the Aged Care Act.

The Statement of Rights is designed to help make sure you are at the centre of your care. It gives you the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture and identity respected
- stay connected with your community.

There are a number of areas where you have the right to make your own decisions and have control, including:

- what funded aged care services you use
- how you access funded aged care services and who provides them
- your money and belongings.

You have the right to get support to make these decisions if you need to.

You also have the right to choose how you live, even if

there is some personal risk. For example, you can make choices about your social life and close relationships.

With respect to Fair Access, you have the right to a fair and accurate assessment to find out what funded aged care services you need, done in a way that suits you, and respects your:

- culture and background
- personal experience and trauma
- cognitive conditions, such as dementia.

You also have the right to get the kind of care you need, when you need it – including palliative care and end-of-life care.

There is a renewed focus on safety and quality of care – expressed through the Strengthened Aged Care Standards.

You have the right to safe, quality and fair funded aged care services that treat you with dignity and respect. This includes the right to services that:

- value and support your identity, culture and background
- respect your experience, including any trauma
- are accessible and meet your needs
- are free from violence, abuse and neglect.

You have the right to access funded aged care services from:

- workers with the right training, skills and experience
- providers that meet all the conditions under the aged care laws.

As a registered Provider, ECHO strives to provide services consistent with these rights.

We ensure that your privacy and information are respected.

We get information to you in a way that's easily understood, and that allows you to give feedback.

You may need support to understand your rights, make decisions or make a complaint. You have the right to get this support from ECHO as your Provider, from an independent advocate or someone else you choose. You have the right to communicate with your support person at any time.

Support at Home service cancellations²

Under Support at Home, you have rights and responsibilities if you need to make a late cancellation to a scheduled service or if you miss an appointment.

A scheduled service is any care or support activity that has been planned and agreed between you and ECHO with a specific date, time and location. This can include nursing services such as wound care, personal care like showering, or transport, or other services listed in your service agreement.

A late cancellation under the Aged Care Act is when you provide less than two (2) business days' notice. A 'no-show' is when you don't show up at the agreed place or time of a scheduled service.

If you cancel a service late or you don't show up at the agreed time of a scheduled service, a provider may be eligible to be paid in full for the service, and you may be charged a contribution fee.

A contribution fee may be charged if ECHO:

- had confirmed with you that we would deliver a specific service, or
- had arranged that we would deliver assistive technology or complete a home modification, and you did not show up or you cancelled with less than two (2) business days' notice.

This is allowed under the Aged Care Act 2024 which introduced new rules to support providers in these situations.

If you believe there are reasonable grounds for your late cancellation or 'no-show', you should talk to ECHO. We may ask you to provide evidence to support your request to waive the contribution fee and/or the full cost of the service.

Some examples of reasonable grounds include:

- you were in hospital
- you were experiencing a health incident
- your informal support arrangements changed unexpectedly.

In the new Aged Care Act 2024, it has been made clear that it is your responsibility to give at least two (2) business days' notice whenever you need to cancel a scheduled service.

1 and 2 This information was taken from publications of the same names produced by the Department of Health, Disability and Ageing in 2025.

We need volunteer bus drivers, bus assistants and client transport drivers.

We need more volunteers to help us help others. • Drivers to drive and support our clients on our 12-seater buses. • Assistants to help with any client needs on a bus outing, or on our twice-weekly shopping bus expeditions to local shopping centres. • Client transport drivers using their own vehicle or one of ours. **If you, or someone you know, would like to help out, email volunteer.coordinator@echocommunity.org.au or phone 9271 7011.**

Phone

Email

Website

Facebook

LinkedIn

Office

9271 7011

info@echocommunity.org.au

www.echocommunity.org.au

[/echocommunitywa](https://www.facebook.com/echocommunitywa)

[/echo-community-services](https://www.linkedin.com/company/echo-community-services)

72 Toowong Street, Bayswater WA 6053

