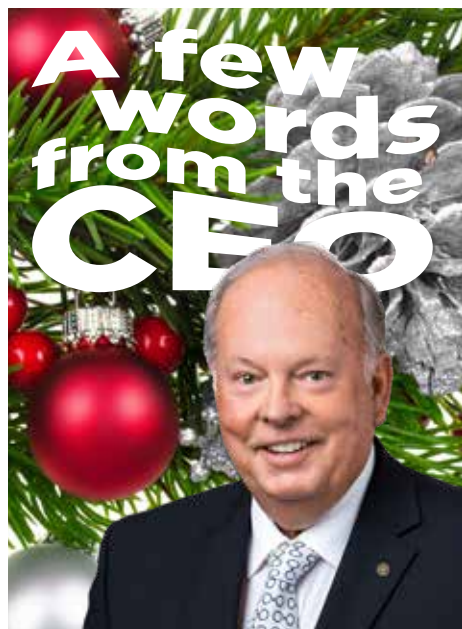




Helping our community enjoy independent lives in their own homes.



**2025 has certainly flown by, and December is shaping the same way.**

It has been a massive year for everyone in aged care. Providers like ECHO have been preparing for the new Aged Care Act, the Department of Health, Disability and Aging have been modifying computer systems and our software providers have been changing programs to suit. Some of this work is still being completed.

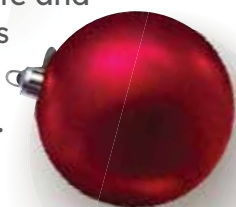
If you have a Home Care Package, your transition to Support at Home is underway.

Commonwealth Home Support Program (CHSP) participants should transition to Support at Home from 1 July 2027.

I wish you and your family and friends a safe and happy Christmas and New Year.

Until next time ...

**Stuart Diggins**  
CEO



## Here's to a happy WA festive season.



**ECHO's Board and Staff want to wish all our participants/clients a very happy festive season and New Year 2026.**

ECHO's participants and staff are representative of a modern, diverse Australia, and we know that many do not celebrate the traditional Christmas. However, there are also many who do, and so to all these people we wish you and your family a very Merry Christmas.

Others celebrate the festive season or holiday season according to their traditional customs and beliefs, and we hope they and their families will also enjoy a wonderful period of celebration.

It has been ECHO's privilege to serve you in 2025 and we look forward to continuing this service in the coming years.

December and January are often periods when people travel to visit family and friends – be it to the next suburb or across the world. Do, please, travel safely on our roads at all times, but particularly now when so many are on the move.



We believe that every individual makes a contribution to our way of life and adds value to our community.

So, we acknowledge the value of the individual as we support each person living an enjoyable, independent life in their own home.

**Compliments of the season.**

The need to stay hydrated  
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The need to stay hydrated

**We are now into the Summer months, with temperatures rising and heatwaves increasingly common.**

It's vital for all people, but especially those of advancing age, to stay well hydrated.

The thirst sensation lessens with age, so it's critical that older adults stick to a plan. To stay hydrated, aim to consume 8-10 cups (2-2.5 litres) of fluid daily from water, other drinks, and water-rich food.

**Some tips to help:**

- Carry a water bottle,
- Flavour water with fruit
- Eat watery foods (eg, watermelon or soup)
- Choose lower-sugar alternatives
- Limit caffeine and alcohol.

Always follow your doctor's advice for health conditions like heart or kidney disease.



**Complaints – sometimes we don't get it right**

ECHO understands that sometimes things happen – an event or the way something is handled – which you need to complain to us about.

We are always grateful to hear from you first, so we can investigate and work to solve the issue.

For complaints relating to ECHO's operations, your first call should be to ECHO's General Manager, Operations: Tania Duthie.

**Call Tania on 9271 7011 or email her at [tania.duthie@echocommunity.org.au](mailto:tania.duthie@echocommunity.org.au)**

**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](mailto:volunteer.coordinator@echocommunity.org.au) or phone 9271 7011.**

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**ECHO**