

ECHO GAZETTE

Helping our community enjoy independent lives in their own homes.

A few words from the CEO



This month's ECHO Gazette includes some important pieces of information.

One item is directed specifically to CHSP clients, one to Support at Home Participants, and two apply to everyone.

Hopefully, the Winter illnesses are now mostly behind us. ECHO staff have had their fair share, and we're sorry that on some occasions we have had to cancel services when staff have been unavailable.

Thank you for your willingness to adapt when unplanned changes are forced on us.

Until next time ...

Stuart Diggins
CEO

Changes to the personal care contribution

From 1 October 2026, the Australian Government will fully fund approved personal care services for eligible people who are Support at Home participants.

Participants who are approved for personal care services and have available Support at Home funding will no longer pay contributions for them.

What is changing?

If your support plan includes personal care services and you have available Support at Home funding, you will be able to receive personal care services at no out-of-pocket cost to you.

Personal care services will continue to be funded from your available Support at Home ongoing quarterly budget. **(Continued over.)**



Bronzed Aussie. Greg James' iconic statue 'Bella' in Fremantle – symbol of freedom, fun and being unapologetically yourself – was a joy for these ECHO clients to meet (L-R: Angelina, Grace and Myrna). The ladies had enjoyed a fresh fish lunch at Kailis on Fishing Boat Harbour, driven and hosted by our Volunteer Coordinator RJ, who took this wonderful snap.



Stay in touch with stories like this by following our Facebook page here:



Personal care includes support with tasks such as:

- showering
- non-clinical continence management
- dressing
- eating
- personal hygiene
- assistance with the self-administration of medication.

This change recognises personal care as an essential service that supports your health, dignity and wellbeing – not an optional extra.

What is not changing?

Your eligibility for personal care services is not changing. This change does not provide additional Support at Home funding.

You do not need to do anything right now. The change starts from 1 October 2026.

Before then, we may contact you to update documents like your service agreement, care plan and budget.

CHSP Client Support

As our CHSP clients are generally more independent and able, ECHO does not do a regular check in.

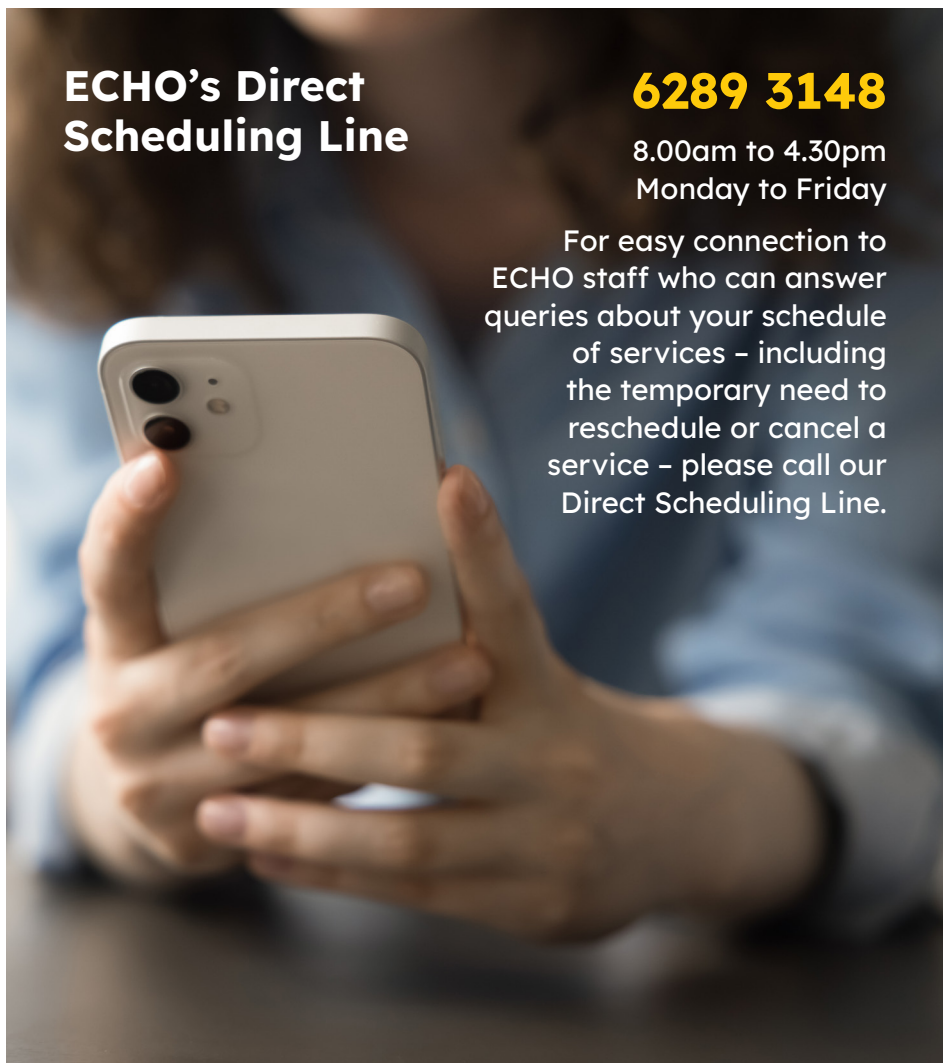
However, we encourage our CHSP clients and their families to contact us if you would like a call or home visit from your ECHO care partner to discuss any changes in your needs.

ECHO's Direct Scheduling Line

6289 3148

8.00am to 4.30pm
Monday to Friday

For easy connection to ECHO staff who can answer queries about your schedule of services – including the temporary need to reschedule or cancel a service – please call our Direct Scheduling Line.



ECHO Welcomes Feedback

ECHO welcomes your feedback as we look to improve our service to you, our Support at Home (SaH) participants and Commonwealth Home Support Program (CHSP) clients.

As part of our continuous improvement programme, we seek your feedback of concerns, suggestions, complaints or compliments. This information can come from our participant/client directly, or from their representative.

We see this as an opportunity for greater communication and particularly welcome contact if you feel that your concern has not been resolved satisfactorily by ECHO in initial contact, prior to potential escalation in more formal channels.

While first contact should always be with your ECHO Care Partner, you're welcome to contact ECHO's General Manager, Operations, at tania.duthie@echocommunity.org.au if you feel your matter has not been satisfactorily resolved.

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