

ECHO GAZETTE

Helping our community enjoy independent lives in their own homes.

A few words from the CEO



There are many cultures in the communities ECHO serves across north-eastern Perth.

This multicultural mix is born of 80 years of immigration to Western Australia, and it adds to the richness of intercultural experience of our workforce as they perform their duties in service and care delivery.

Sometimes there are requests for a primary language other than English to be spoken by our Support Workers, and it can be challenging to find suitably qualified and experienced staff.

In such circumstances we always try to allocate a Support Worker who speaks the requested language as part of the care team for that client.

However, this isn't always possible, and in these instances we ask for your understanding.

Until next time ...

Stuart Diggins
CEO

INAPPROPRIATE TOUCHING

Maintaining professional relationships to keep everyone safe.

ECHO staff, including our fantastic Support Workers, try their hardest to help you live your best possible life at home.

Our staff are people just like you and your family members. They have chosen to devote their working hours to caring for older people in their homes. Often this choice has resulted from time spent caring for their own parents.

All our staff deserve to be able to come to work each day and enjoy a safe workplace – and that includes your home when they are delivering support services.

A long-standing and well-respected female ECHO staff member was recently touched inappropriately by the husband of one of our clients. As you can imagine this caused considerable distress to our staff member and has resulted in a report to the Police.

Such touching is sexual assault and will be treated as such by ECHO.

Whether the touching is done by the person receiving care or another person in the home, the offence is just as serious. ECHO will not tolerate such behaviour.

ECHO's staff receive training to minimise the chance of assault, but there are occasions when even this training does not prevent egregious behaviour.

Just as we train our staff in what actions are and are not acceptable when caring for you, we ask that you and your family maintain a very professional relationship with our support workers, nurses, and other staff.

Together, we can ensure that your home and our workplaces remain safe places for you and our staff.

ECHO needs volunteers

ECHO Community Services is looking for volunteers to join our team in a range of areas. Do you know someone who'd like to devote a little spare time to helping older people live independently at home?

We provide volunteers with a meal allowance, certified first aid training and reimbursements for out-of-pocket expenses.

If you know someone who might be keen, have them contact our Volunteer Coordinator on 9271 7011.

What they will need

- National Police clearance Certificate (ECHO pays for it)
- Manual Handling (Training provided)
- First Aid (Training provided)
- Incident Report (Training provided)
- Flu vaccination
- Medical Check

Two roles where we have an urgent need are **Bus Drivers** and **Bus Assistants**, for which the job descriptions are explained below. Feel free to share these with anyone who might be interested.



- Help bus drivers to transport clients to and from their residences on weekdays.
- Help with navigating routes between each client's house, calling or texting clients and informing clients of the estimated time of the bus arrival.
- Help clients on and off the bus according to their individual needs.



- Do bus trips on weekdays. Our bus only requires a class C driver's licence as the vehicle is only a 12-seater.
- Provide bus outings for older people around Perth suburbs and day outings to regional towns and destinations.
- Help clients on and off the bus according to their individual needs.

More information at www.echocommunity.org.au/work-with-us



ECHO's Outings Calendar

Each month the second sheet to the ECHO Gazette provides the calendars of social support outings - both shopping on Mondays and Fridays - and destination or event outings on Tuesdays and Thursdays. A walking event on Wednesdays has recently commenced.

Please have a look at the calendar to check whether there are any outings of interest to you.

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