

The logo for 'ask eech' features the word 'ask' in a white sans-serif font inside a white speech bubble, followed by 'eech' in a large, white, stylized sans-serif font. A thin white horizontal line is positioned below the logo.

ask eech

2019/2020

A close-up portrait of an elderly woman with short, curly, dark hair. She is smiling slightly and looking directly at the camera. She is wearing a blue and white horizontally striped top and gold earrings with a pearl drop. The background shows a kitchen with wooden cabinets and a white tiled wall.

ANNUAL REPORT

ECH STANDS FOR ENABLING CONFIDENCE AT HOME

ECH is one of the largest not-for-profit providers of integrated retirement living accommodation and ageing care services enabling people to continue to live independently at home as they age.

OUR PURPOSE

To promote self-determination and enable people to live the best life possible as they age. ECH believes people need to be active, engaged and have confidence in themselves and their environment.

OUR PROMISES

You can count on ECH:

- to be reliable
- to care about you
- to treat you as an individual
- to be easy to deal with, and
- to always look for new ways to help you.

DIVERSITY

ECH is highly committed to being inclusive of clients and staff with differing backgrounds.

ECH is constantly tailoring its services to reach diverse social groups, such as culturally and linguistically diverse (CALD), lesbian, gay, bisexual, transgender and intersex (LGBTI), and Aboriginal and Torres Strait Islander communities.

ECH is proudly South Australia's first Rainbow Tick accredited provider.



TABLE OF CONTENTS

INTRODUCTION

About ECH	2
Message from Chief Executive & Chair of the Board	4

GOVERNANCE

Board of Directors	6
Chief Executive & Executive Team	8

YEAR IN REVIEW

Retirement Living Activity	12
At-Home Activity	14
Wellness Activity	16
Our People and Community	18
Marketing and Advocacy	20
Managing COVID-19	22

FINANCIAL PERFORMANCE

Financial Results	24
ECH Directory	25

MESSAGE FROM THE CHAIR OF THE BOARD AND ECH CHIEF EXECUTIVE

The last 12 months has been a significantly rewarding and busy period for ECH, one where we achieved several key milestones against our strategic plan.

We celebrated breaking ground on Encore Apartments, our newest vertical village at Smart Road in Modbury, with some apartments now already under offer.

We also completed the first phase of development at ECH College Grove, which included the opening of a new gym and wellness centre and successfully transitioning our clients from ECH Greenacres to the new site at Walkerville.

In addition, we acquired four retirement villages located in Burton, St Morris, Para Vista and Salisbury.

This enabled us to expand our property portfolio through the addition of an extra 147 units bringing our total number of retirement units to 1,828 located across 109 villages. This helps us provide affordable rental housing, with 27% of our portfolio dedicated as rental units.

Helping older people to have the best life possible as they age remains at the core of everything we do and over the last 12 months we have continued to embed the neighbourhood service delivery model into our operations. Our home care clients are now more regularly seeing the same Home Support Team Members which helps to build more effective relationships and improve client satisfaction.

Our commitment to improving our care management model has seen us recruit more clinical nurses who work closely with our ECH GPs, Allied Health Practitioners, Care Coordinators and other care workers. This has enabled us to support many older South Australians to have good and respectful deaths at home surrounded by loved ones.

Embracing technology continues to be a key focus for us and this year we successfully rolled Billy out to our clients via our Essential Care™ service. A large number of our clients are now benefitting from Billy and we hope to extend this further over the next 12 months. Our recent acquisition of Billy will also enable us to now further enhance this technology while also developing other technology solutions to benefit our clients and residents.



Our continued focus on the importance of community connection has seen a number of new activities happening including a new weekly social program at Cumberland Park Community Centre, the expansion of our walking groups and the opening of the first ECH Community Garden at Henley Beach.

This year in conjunction with SANFL we successfully launched a new Walking Footy program, which has already had several people sign up and start playing.

Our vision of inclusivity and accessibility of ageing care services by all remains prevalent and this year we have been able to connect with over 160 older LGBTI people through our Rainbow Social program with many of these also being linked up to vital services. We also initiated our first Reconciliation Action Plan (RAP), which will form the foundation of our journey ahead.



No review of the previous financial year would be complete without mentioning the impact of COVID-19. Our number one priority was and always is the safety of our clients, residents and staff. To ensure everyone remained COVID-safe a team of key staff was brought together to make certain all our services were being delivered safely and that we were following latest Government and SA Health advice. This did involve some changes to various services however, we effectively managed to navigate safely through this period with all services now resumed.



If 2019/2020 has taught us anything it is that social connections are more important than ever. It is amazing how ECH staff, clients and residents have adapted and come together, working as one community.

The impact of COVID-19 led to some fantastic new initiatives such as ECH butterflies (spreading hope and positivity), day program activity packs and a new intergenerational pen pal program. We also initiated welfare calls, some between volunteers and residents which has led to some new found friendships forming.



Finally, our sector continues to remain under scrutiny as the Royal Commission into aged care continues however, we are hopeful that it will culminate into some positive outcomes for all older Australians.

To sum up it has been an amazing year – highlighting not only our achievements but more so the incredible dedication and ability of our staff to adapt in order to help our clients and residents stay living independently and confidently at home.

David Panter
Chief Executive

Sue Vardon AO
Chair of the Board

BOARD OF DIRECTORS



SUE VARDON AO

Chair of the Board

- B.Social Work, Hon Doc UniSA, JP

Ms Sue Vardon has an extensive background in community services and social care.

Sue has previously held executive positions in NSW, ACT and SA including CEO of the Office of Public Sector Reform, Commissioner for Public Employment and Chief Executive of the Department of Correctional Services as well as the role of inaugural CEO responsible for the establishment of Centrelink.

In 1995, Sue was the Telstra Business Woman of the Year for SA and Australia in both the public sector and general categories.

Since retiring, Sue has undertaken a number of community roles including Deputy Chair of Connecting Up Inc, Chair of CUSP, Chair of the Ghana Relief Fund and Appeal Panel Member of the AASW.



ROSINA HISLOP

Deputy Chair | Chair ICT Sub-Committee

- BSc (Hons) Ec and Politics
- Fellow of the Australian Institute of Company Directors (FAICD)
- Fellow of the Institute of Chartered Accountant (FCA)

Ms Rosina Hislop is a chartered accountant and former partner of EY with over 20 years' local and international experience in finance, strategy, risk management, corporate governance, business reviews and audits. Her current board positions include Presiding

member, Governing Council of the Southern Adelaide Local Health Network, Chair of Volunteering Strategy for SA, Chair of Fertility SA and a Board Member of Seymour College.

In addition, Rosina is a facilitator for the Company Directors Course for the Australian Institute of Company Directors, and chairs the Audit and Risk Committee of the Local Government Association for South Australia.



PETER SIEBELS

Chair Investment Committee

- B Ec Syd Uni (Economics and Accounting)
- Fellow of the Institute of Chartered Accountants (FCA)
- Graduate of the Australian Institute of Company Directors (GAICD)

Mr Peter Siebels is a chartered accountant and former partner at KPMG.

He has extensive local and international experience including property and construction, mergers and

acquisitions, and is the Director of specialist advisory firm 4D Advisory Pty Ltd.

Peter is currently serving as a non-Executive Director on a number of boards including Vice President of the RAA of SA Inc and Board Member of RAA Insurance Pty Ltd, Chair of the Advisory Board of Mollydooker Wines, Chair of the Electricity Industry Superannuation Scheme and Independent Chair of Hood Sweeney.



CAMERON BRYSON

Chair Audit and Risk

- MBA, B.Build Proj Man
- Graduate of the Australian Institute of Company Directors (GAICD)

Mr Cameron Bryson is an owner and Director of Oryx Property.

He has experience in providing strategic property development advice, facilitating affordable housing, infrastructure investment, financial modelling, risk analysis and project management.

Holding a degree in Building and Project Management and a Masters in Business Administration, Cameron is currently the Board Chair of Wirraway Youth Homestead and Governing Council Chairperson of Goodwood Primary School.



STEPHEN CHRISTLEY

Chair Clinical Quality

- MB.BS (Hons)
- DPH
- Grad Dip Paeds
- Graduate of Institute of Company Directors (GAICD)

Dr Stephen Christley is a medical graduate and has held a number of senior roles within the Australian Health Sector including as CEO in three NSW Area Health Services, and Chief Public Health Officer and interim Mental Health Commissioner in South Australia.

He has a strong background in clinical governance and safety and quality.

Stephen holds a number of advisory and board positions including Board Member of Flinders Reproductive Medicine, Chair of Flinders Fertility Governance and Risk Committee, Deputy Presiding Member of the EPA, external member of Country Health SA LHN Risk Management and Audit Committee and also an external member of SA Health Statewide Clinical Support Services Risk Management & Audit Committee.



LOEWN STEEL

Board Member

- Graduate of the Australian Institute of Company Directors (GAICD)

Ms Loewn Steel is the Principal/Director of Challenging Thinking Pty Ltd and has significant expertise in corporate governance, business diversification, strategy, digital transformation and change management.

Loewn is a graduate of the Australian Institute of Company Directors and is a Board Member of Business SA and Adelaide Central Market Authority.



MARC MAKRID

Board Member

- B.Bus (Marketing)

Mr Marc Makrid has expert knowledge in business strategy, marketing, business development and organisational culture.

Marc holds a degree in Business with a Major in Marketing and is the Managing Director of Marc Makrid & Associates, a leading strategic business advisory consultancy. He is retained by a wide and diverse group of clients in key

advisory and coaching roles, across multiple industry sectors nationally.

Marc is currently the Chairman of Campion Education, Neutrog Fertilisers, Lifestyle Bakery, FPAG, Innodex, Wintulichs and Green Hat Thinking. Marc is a Director or Board Member of Seeley International, Cold Logic, Tristar Electrical & Automation and Guide Dogs SA & NT.

CEO AND EXECUTIVE TEAM



DAVID PANTER
Chief Executive Officer

- PhD (Developmental Psychology)
- BSc (Hons) III (Experimental Psychology)

Dr David Panter is passionate about championing the rights of older people to self-determine how and where they live including the right to a good and respectful death at home.

David has worked in health and social care services for almost 40 years and has operated at Chief Executive level for 26 years. David's previous experience included roles in both the UK and South Australia.

David is currently the Chair of the SA Council of Social Service, a Director of SACOSS, a Director of Leading Age Services Australia and a member of the Every Age Counts coalition steering group.



HANNAH MURPHY
General Manager Corporate Services

- BComm, CPA, MBA, Dip Mgt

Hannah has worked within aged care services for almost 20 years in South Australia. During her time at ECH she was involved in the process that divested ECH's residential care business to focus entirely on helping people to stay at home.

As the General Manager of Corporate Services, Hannah is passionate about supporting ECH to continue to transform through the strategic use of technology and an uplift in workforce capability.

Hannah has a CPA with a Masters of Business Administration and Bachelor of Commerce from the University of South Australia.



DOROTHY NYCZ
Chief Operating Officer

- B Building (Hons), GradDip Construction Law

Dorothy has over 20 years' experience in the delivery of complex operations, social infrastructure projects and leading major organisational transformations.

With a wealth of experience in the construction, Government and not-for-profit sectors, Dorothy is passionate about continuous learning to build a good and kind South Australia for all South Australians.

As Chief Operating Officer Dorothy is responsible for building and maintaining all ECH retirement villages, and the delivery of all home and centre based care, respite and allied health services.



ROBIN MURT
Deputy Chief Finance Officer

- Bachelor of Arts (Accountancy)
- Fellow of the CPA

Robin has a wealth of experience in SA's vocational education and training (VET) and health sectors and has led senior teams responsible for major strategic initiatives within TAFE SA and South Australian Government departments.

Robin spent more than 10 years working in the health sector, culminating in his appointment to the role of Chief Operating Officer for the Central Adelaide Local Health Network.

Passionate about making a difference, Robin commenced with ECH in early 2019 as Deputy Chief Finance Officer with responsibilities for the Finance Department, Procurement and Contract Management functions.



MATT MULVIHILL
General Manager People & Culture

- Master's Degree in Leadership

Matt brings significant experience to the People and Culture space having held senior positions in the South Australian Public Sector for more than 15 years.

Matt has previously held a variety of specialist roles across five Government agencies including Education, TAFE, Child Protection, Treasury and the Department for Planning Transport and Infrastructure.

As the General Manager for People and Culture, Matt is passionate about strategic and operational leadership and helping to engage ECH staff to work towards the shared goal of supporting people to continue living independently at home as they age.



CHRIS DURY
Chief Information Officer (CIO)

- Diploma of Multimedia & Interactive Design

Chris brings a wealth of experience in the technology space having owned and managed his own successful tech start up, Traversity. His company focused on building technologies to assist a range of health professionals.

Having previously worked for a locally based technology consulting firm, Chris has significant experience working with several South Australian based ageing care organisations on their technology strategies and the implementation of their transformation programmes.

As CIO, Chris is extremely passionate about how technology can help leverage results and amplify impact to positively change people's lives.



MELISSA MCDOUGALL
Chief Technology Officer

Melissa has worked in the Aged Care industry for the last six years in both Australia and the US. She co-founded technology start up company Billy, with her brother Tim in 2014. Her experience with Billy has grown a strong passion for Aged Care and helping people stay in their own homes for as long as they want to.

Melissa has more than 18 years of experience in the IT industry, running digital development agencies and consulting for a range of SMEs, Governments and Universities.

Her strength and focus has been on understanding the needs of people and organisations before implementing technology solutions. As Chief Technology Officer, she is passionate about working in an innovative organisation that focuses on how to support people to continue to live at home independently with the help of technology.

DI KELLY (LEFT MAR 2020)
General Manager Experience



TIM MCDOUGALL
General Manager Billy

- Bachelor of Business and Entrepreneurship

Tim has extensive experience in the digital space as a highly sought-after strategist and has worked in the Aged Care sector for the past six years after co-founding Billy with his sister Melissa in 2014.

Tim has worked across a broad range of industries in Australia, the UK and the US including medical and health services, accounting firms, retail, banking and not-for-profit. He has more than 10 years experience in consulting, implementing, presenting and training in the digital space.

Tim regularly shares his views where the digital space is heading and in 2019, was invited to present at Commonwealth Bank business seminars and The Bus Industry Confederation National Conference as well as being interviewed by Business Spectator.

SAM LAUBSCH (LEFT MAR 2020)
General Manager At-Home Services

Full Time Equivalent	Nr of Execs/Board Members	Salary \$'000	Total Package \$'000
EXECUTIVE			
Band 1 - (Chief Executive)	1	> 250	> 270
Band 2 - (Deputy Chief Executives - one Corporate, one Operational)	2	210 - 230	237 - 260
Band 3 - (Executives with responsibility for specific technical areas)	5	180 - 190	204 - 215
BOARD			
Band 1 - (Chair of Board)	1	71 - 90	77 - 99
Band 2 - (Deputy Chair, Sub-Committees Chairs)	4	51 - 70	55 - 77
Band 3 - (Members with technical expertise in specific business areas)	2	30 - 50	32 - 55

YEAR IN REVIEW

See how ECH has performed during the 2019/20 financial year.

Social Connections



8 Conversation Cafes
72 attendees



12 active walking groups
151 walkers



42 people active in the Pen Pal Program



66 people attending Cumberland Park Community Centre Programs

Diversity



11 new LGBTI clients onboarded across various services

160 participants in the Rainbow Social Program

Wellness



4,801 clients equated to
76,373
attendances at individual and group sessions



769 bus trips attendances

Respite

723 clients equated to
16,898
attendances at Day Programs



125 clients equated to 1,534 attendances at the Short Stay Respite Centre

Our People



632 employees with
116
new staff onboarded

1,493 staff participated in
144
training courses

117 volunteers completed
5,560
volunteer hours

At-Home

153,000
At-Home visits



2,021 At-Home clients received personalised care



207 clients supported to have a good and respectful death at home



67 new Billy users

Retirement Living



1,838 units in 109 ECH villages



27% of existing units are rentals



4 retirement villages acquired +147 units

12,907
MAINTENANCE REQUESTS FULFILLED

2,027
TOTAL ECH RESIDENTS INCL. 325 NEW RESIDENTS

RETIREMENT LIVING BUSINESS HIGHLIGHTS



New Vertical Retirement Village

In November 2019 we officially broke ground on Encore Apartments, our new vertical village at Smart Road, Modbury. This was celebrated with a traditional smoking ceremony led by Aboriginal elder Mickey Kumatpi Marrutya. The smoking ceremony involved burning various native plants, producing smoke, to cleanse the area and ward off bad spirits from the people and the land in order to make a pathway for a brighter future.

The event was attended by the ECH Board, Executive Team, key staff and several local ECH Retirement Village residents. The development remains on track for completion in late 2021.



More Affordable Housing

Our commitment to providing affordable housing for older South Australians was strengthened this year through the acquisition of four retirement villages in Burton, St Morris, Para Vista and Salisbury.

This added an extra 147 units to our existing portfolio bringing our total to 1,848 units across 109 villages. Currently 27% of our portfolio is dedicated rental accommodation, which is consistently in high demand.

Celebrating Milestones

Over 65 ECH residents celebrated reaching their 20-year milestone living in an ECH village at the annual 20+ lunch. This wonderful event brings the retirement living community together and demonstrates the strength of the relationship between residents and ECH.



“
2,027
Total Residents
325
New Residents
12,907
Resident Maintenance Requests
”

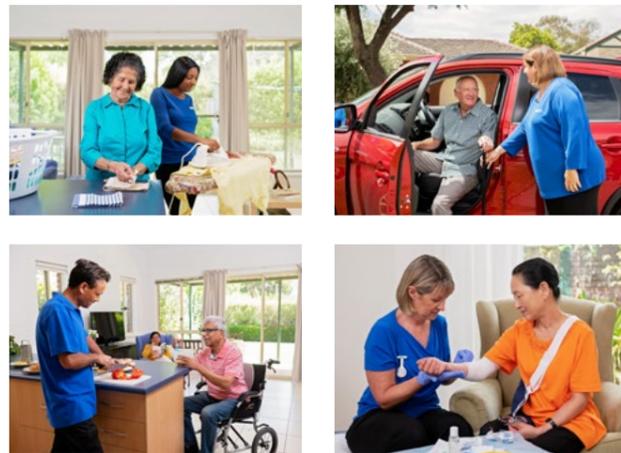


AT-HOME BUSINESS HIGHLIGHTS

INCREASED CLIENT SATISFACTION

We have continued to further embed the neighbourhood service delivery model which has resulted in a higher consistency of care with clients now more regularly seeing the same Home Support Team Members.

This has helped to build more effective relationships and has led to increased client satisfaction.



“
153,000
At-Home Visits
2,021
Personal Care Visits to Clients
207
Clients supported to have a good and respectful death at home
”



ADDITIONAL CLINICAL STAFF

Our commitment to enhancing our care management model has been a focus over the last 12 months as we expanded our clinical nursing team and brought on an additional ECH GP.

The ECH GPs and clinical nursing teams work closely with our Care Coordinators to ensure all our Essential Care™ clients have tailored care plans designed to meet their personal health and wellbeing goals.

This extends through to supporting a good and respectful death at home if that is the client's wish.

BENEFITS OF NEW BILLY TECHNOLOGY



Technology has been at the forefront of many ECH initiatives over the last 12 months, which culminated in the acquisition of Billy in July 2020.

This investment cements our belief in technology being a key future enabler to help older people remain living confidently and independently at home for longer.

Billy is an in-home activity tracker and can be used by families and health professionals to ensure individuals are maintaining their everyday tasks and routines.

Almost 70 ECH At-Home clients are currently benefitting from Billy and we hope to expand this further over the next 12 months.

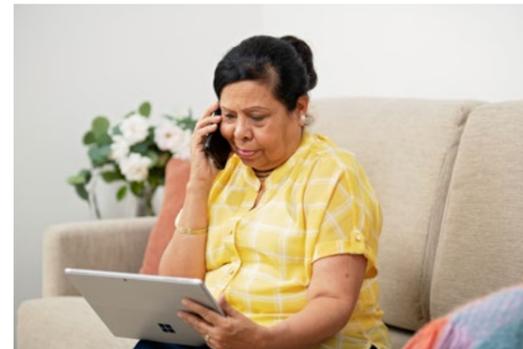
WELLNESS BUSINESS HIGHLIGHTS

Successful Telehealth Trials

This year we successfully began trialling the delivery of our Allied Health Services via Telehealth.

Telehealth provides an easy way to access services for those who cannot make it into an ECH Wellness Centre for a traditional face to face appointment.

The trials began with Speech Pathology available to clients via Zoom consultations, the results have been extremely positive with everyone involved finding great benefit from this new way of accessing services.



SMS Reminders

Other improvements to the overall wellness customer experience have included sending SMS appointment reminders direct to clients.

This additional prompt has been well received with many people signing up for the service.



“

4,801

Wellness Clients Received Services

76,373

Exercise Class Attendances

769

Bus Trip Attendances

”

Opening ECH College Grove

This year we completed phase one of our development at ECH College Grove. This resulted in the official opening of our new wellness centre offering a gym, group programs and a hydrotherapy pool.

This meant that we closed the doors on our Wellness Centre at Greenacres. The move included weeks of careful planning by ECH staff to ensure minimal interruption to services. The planning paid off with the smooth transition taking place over a June weekend.

Since then we are delighted to see the vast majority of clients have moved to College Grove and are enjoying the fantastic new facilities which includes a hydrotherapy pool.



Photo top left
SANFL & ECH Walking Footy participants ready to play a game.



Photo bottom left
ECH clients departing on a bus trip.

Photo top right
Artwork 'Bringing the Community Together' by Aboriginal artist Haylee Williams.



OUR PEOPLE AND COMMUNITY

Our Greatest Asset

Our people continue to be our greatest asset with 632 staff currently employed within the organisation, complemented by a team of 117 volunteers working across several ECH programs and initiatives.

Reconciliation Action Plan (RAP) Launch

Endorsed by the ECH Board and Executive Team, the RAP marked the start of our journey to acknowledge the importance of reconciliation between Aboriginal and non-Aboriginal Australians and to provide equitable opportunities for Aboriginal and Torres Strait Islander clients, residents and staff members.

As part of our RAP an original piece of art was commissioned from emerging Aboriginal Artist Haylee Williams. The theme of the artwork was 'Bringing the Community Together' with the finished piece proudly on display in ECH Head Office reception.

Creating New Social Connections

Social isolation continues to be a fundamental issue facing many older Australians.

Understanding just how devastating this can be has resulted in several new ECH social connections projects getting underway with the aim of creating strong communities and connections.

Over the last 12 months this has led to the launch of an intergenerational pen pals program, the opening of our first community garden at Henley Beach, the extension of our walking groups network, the establishment of a weekly program at the Cumberland Park Community Centre and in conjunction with SANFL the launch of Walking Footy.

“

632
Employees with 116 New Staff Onboarded in FY19/20

5,560
Volunteer Hours Completed by 117 Volunteers

1,493
Staff Participated in 144 Different Training Courses

”

MARKETING AND ADVOCACY

Media Coverage

ECH featured prominently throughout the media over the last year with 187 results achieved across TV, radio, print and online publications.

This equated to just over \$5.3M in Advertising Sales Rate (ASR) value, this is an indicative amount of what the cost would be to purchase that amount of media space as advertising.

Social Media Presence

In addition to promotional PR, ECH social media channels have also been building in terms of followers and engagement.

We regularly post content on Facebook and LinkedIn including staff and client videos, and both channels now have a following of almost 2,000 users.

Community Engagement

As social connections continues to be a key focus so to do our corporate sponsorships which we believe form an important platform for community engagement.

This year our sponsorships included Adelaide Festival, Feast Festival, Zest Fest, History Festival, Walking Footy and the Metropolitan Bowls Association.

“

187
Media Articles Published

122,372
Website Visitors

408,288
Website Page Views

67%
Brand Awareness

59%
Brand Consideration

”

Photo top
Brad Hazell, ECH Essential Care™ client

Photo bottom left
Visitor at Feast Festival participating in the ECH photo contest

Photo bottom right
ECH clients, Benjamin Law and Jo Dyer at Writer's Week



New TV Campaign

In December 2019 we launched a new TV advertising campaign featuring real clients Brad and Lis Hazell.

The ad focused on how ECH helped Brad to recover from a stroke and how ECH enabled Lis to continue to support Brad to remain living independently at home.

The ad clearly demonstrated how ECH can support carers as well as clients, as Lis also benefited by being able to take a break from her caring role.

Brad continues to work on his health and wellbeing and is now a familiar face at ECH Wellness College Grove with many other clients now recognising him from his starring role!

We would like to extend a big thank you to Brad and Lis for participating in this campaign, your story has been a great inspiration to many.





“ It is hard to believe that through small butterflies, smiles and warmth can be felt not only the receivers but by the givers as well. ”

- ECH client

MANAGING COVID-19

2020 has been a year like no other as we have been dealing with the effects of the COVID-19 pandemic.

In the first instance an ECH COVID team was set up comprising key operational staff from around the business. They would meet daily to ensure we were keeping up to date with Government and SA Health guidelines and advice and taking the necessary actions/precautions to keep everyone COVID safe. This team continues to meet regularly and will do so for as long as is necessary.

While COVID-19 saw us introduce some instant changes to the way we delivered our services it also presented some new opportunities for how we could keep the ECH community connected.

This led to the launch of our new Keep Connected magazine, the launch of our butterfly project (spreading hope and positivity), the launch of the Pen Pals program, the introduction of activity packs and the initiation of welfare calls to clients and residents. Several volunteers assisted with these calls and as a result many new friendships are now flourishing.

The introduction of social isolation and social distancing has also shone a light on how useful technology can be in helping people to remain connected.

To assist our clients and residents become more IT savvy we have been offering IT support both at home and at the Cumberland Park Community Centre.

“ **42** Pen Pal Participants
300 Butterflies Sent into ECH
215 Activity Packs Issued ”

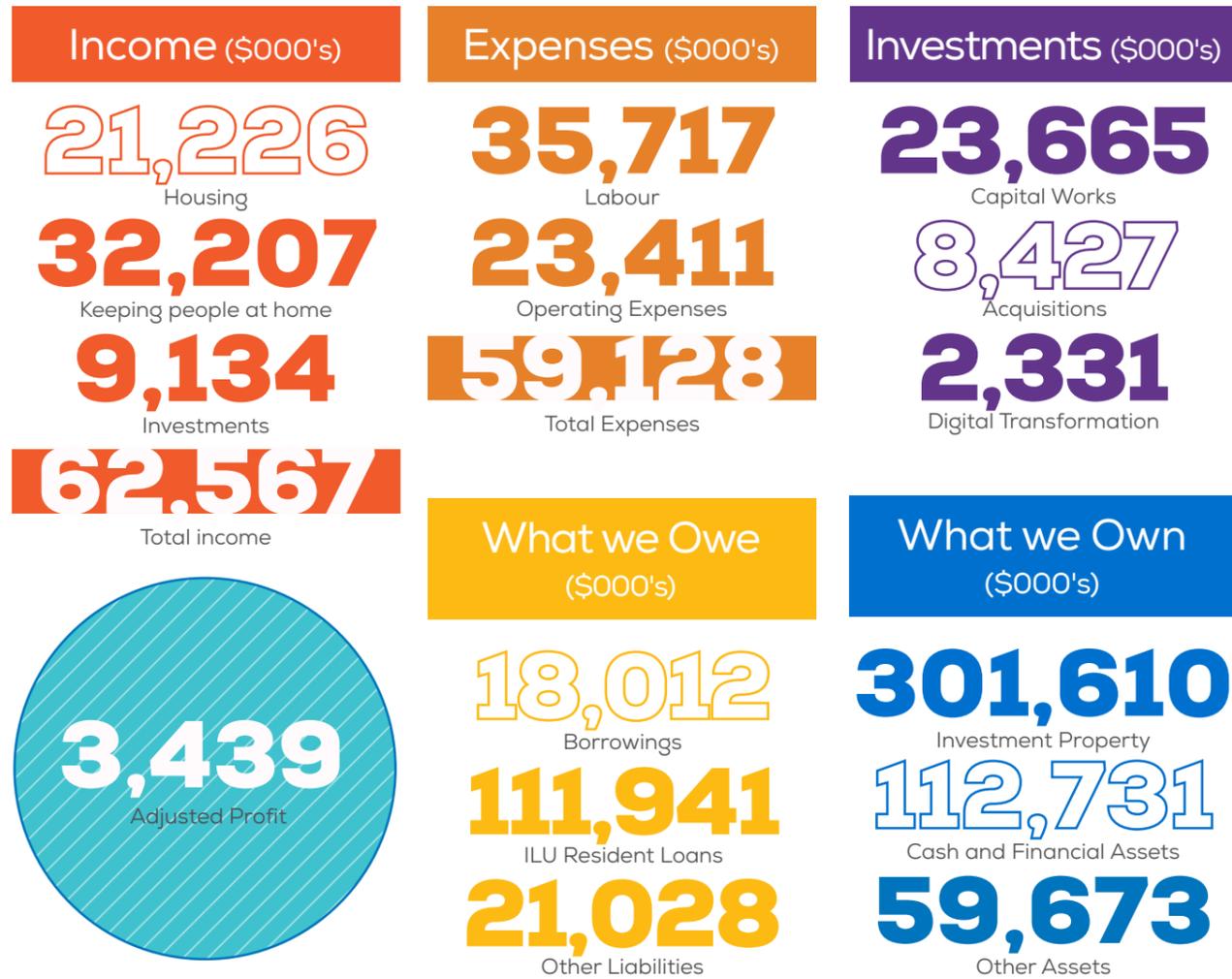


FINANCIAL RESULTS

Investment markets and property have been negatively affected this year however, these are non-cash adjustments and our cash balance remains strong.

We continue to focus on long term valuation creation by investing in our core business.

A full version of our detailed audited financial statements for the year ended 30 June 2020 are available at www.acnc.gov.au



ECH DIRECTORY

ASK ECH 1300 274 324 - ECH.ASN.AU

ECH RETIREMENT LIVING

Retirement Living and Property Services	8159 4700
Home Maintenance Services	8159 4710

WELLNESS CENTRES

College Grove 18 North East Road, Walkerville 5081	Morphett Vale 126 Pimpala Road, Morphett Vale 5162
Henley Beach 168a Cudmore Terrace, Henley Beach 5022	Victor Harbor 33 Cornhill Road, Victor Harbor 5211

SHORT STAY RESPITE CENTRE

Henley Beach
 11 Laidlaw Street,
 Henley Beach 5022

DAY PROGRAMS

Henley Beach 11 Laidlaw Street, Henley Beach 5022	Smithfield 1a Warooka Drive, Smithfield 5114
Happy Valley Cnr Jade Cres/Hay St, Happy Valley 5159	Walkerville 160 Walkerville Tce, Walkerville 5081

ECH HEAD OFFICE

174 Greenhill Road, Parkside 5063





To discover more about ECH Services,
visit **ech.asn.au** or call **1300 275 324**.

174 Greenhill Rd, Parkside SA 5063
ask@ech.asn.au

ECH is a charity and not-for-profit organisation registered with the Australian Charities and Not-for-Profits Commission (ACNC), and is one of the largest integrated providers of retirement village accommodation and ageing care services in South Australia.

