



Service Charter



1300 275 324 | ech.asn.au

ECH Service Charter

The ECH Service Charter sets out what you can expect from us and the service standards we commit to. This Charter applies to all ECH residents and clients. It is our promise to you and a guide for our team, built around the four commitments outlined here.

Our Commitment to You

We will:

- Be responsive
- Understand you and your needs
- Make it easy for you
- Enable you to remain independent



Created in consultation with the Consumer Advisory Body (CAB) and Resident Advisory Group (RAG).



Be Responsive

We will:

- Answer your call promptly, ensuring 80% of calls answered within 2 minutes.
- Respond to your enquiries and requests within 2 business days.
- If there are changes to your services or support, we will update you as soon as possible.
- Acknowledge complaints within 2 business days and explain what happens next.

For residents only

Maintenance request completion timeframes

Emergency: within 4 hours

Urgent: within 24 hours

Standard: within 10 business days

These timeframes are a guide and may vary depending on the nature of the works and availability of parts.





Understand you and your needs

We will:

- Actively listen to what matters most to you.
- Work with you to develop tailored and personalised care plans that are reviewed annually, or when needs change.
- Work with you to find the right home in an ECH Village for your stage of life.
- Connect you with a team member (Care Partner or Resident Liaison Officer) to support you, walking alongside you as your needs change and updating your support to match.
- Consult with you through Consumer Advisory Body, Resident Advisory Group and Village Meetings on matters relating to your home, village and shared spaces.



Make it easy for you

We will:

- Provide clear, jargon-free information about your home, village and services.
- Work with you to coordinate your support and services.
- Use your preferred contact method where possible.
- Keep communication relevant through quality checks and sharing only the updates and information you need.
- Ensure our team are knowledgeable and can connect you to the right person or service, when you need it.



Enable you to remain independent

We will:

- Support you to navigate retirement living and aged care options.
- Document your preferences and follow them, so you don't have to repeat yourself.
- Support your choices and goals, so you stay in control.
- Work with you to access Allied Health services and home modifications for your independence and wellbeing.

Your Commitment to Us

To help us support you, we ask that you:

- Treat everyone with kindness
- Communicate openly and update us when your details change
- Share feedback to help us improve



Feedback and Complaints

We welcome feedback, whether it's a compliment, suggestion, or concern. You can share feedback or a complaint by:

- Calling
- Emailing
- The ECH app
- Visiting our website
- Writing



How to Contact ECH

Need support or have a question?
We are here to help.

Give us a call to speak with one of our friendly team members.

Call: 1300 275 324

Email: ask@ech.asn.au

Website: ech.asn.au

ECH App (Residents only):

Available on App Store and Google Play

Write to us: 174 Greenhill Rd, Parkside SA 5063

