



Vikram

Everyday blessings: How Vikram found a career with heart at ECH

For Vikram Singh, a great day's work is all about the people he meets. After starting his career in engineering, he realised he wanted a role that offered more human connection. Now a Senior Home Support Team Member at ECH, Vikram belongs to a community where his growth is supported, his team feels like family, and he can make a real difference in the lives of people as they age.

Meaningful moments in every visit

Community care might not always have been part of Vikram Singh's career plan, but today, it feels exactly where he is meant to be. After establishing himself as an electrical engineer, he moved to Australia in 2019 and felt ready for a new challenge. He completed his Certificate III in Individual Support during the COVID-19 pandemic and quickly discovered a natural gift for caring for others.

"I really liked this new journey of supporting people," Vikram says. "I began working with ECH by doing a few home support visits a week, and I just realised - this is a very good thing. You are doing the work, but you are also getting a lot of blessings. I am away from my family here in Australia, and in many ways, I see my own parents in the clients I support."

Vikram joined ECH full-time in 2023, finding it a breath of fresh air compared to his previous roles in residential aged care. At ECH, his clients live independently in the comfort of their own homes and are always happy to see him.

That friendly atmosphere makes even the most routine tasks feel more personal. While Vikram's role includes vital everyday support, such as medication assistance and personal care, he knows it is also about so much more. It's about the stories shared over a cup of coffee and the small, meaningful moments that happen during a visit. Whether he's learning English from a client or hearing the story behind a beautiful painting on a living

room wall, those connections are what stay with him.

"I really value getting close to people and understanding their lives. That is the part I love the most."

Growth and innovation

Since joining ECH in early 2023, Vikram has been encouraged to grow both personally and professionally. In just one-and-a-half years, he stepped up to Senior Home Support Team Member, and he now balances his time between visiting clients and mentoring his fellow team members.



“Starting a new role is always a bit difficult because you are stepping out of your comfort zone,” Vikram says. “But I always had the support, guidance and training to settle into my new role.”

A key part of Vikram’s growth has been access to innovative learning opportunities, such as virtual reality dementia care training. This immersive experience allowed him to put on a headset and step into simulated, real-world scenarios. By “playing through” situations – like supporting a distressed client or making important safety decisions - Vikram could see the immediate effect of his choices and learn the best way to provide care.

“It makes a real impact on how you handle those situations,” Vikram explains. “You can see exactly what happens based on the options you choose, which helps you learn how to calm someone down and keep them safe. It’s wonderful training that helps you feel prepared.”

That sense of support extends to the way ideas are shared within the team. Vikram appreciates that at ECH, every voice is on the same level.

“ECH is innovative all the time. They are very curious to know our ideas and how we can solve a situation together. It makes you feel valued.”

Appreciation in the small things

One of the things Vikram appreciates most about ECH is the genuine respect for him as a person. With a schedule that allows for some space between home visits, he finds it easy to stay refreshed.

“We always have some downtime between seeing our clients, so we are not rushed. And if you feel a bit unconfident about doing a visit alone, you can always do a buddy visit with someone else. There is no pressure to do anything you don’t feel comfortable doing.”

Outside of his role, Vikram is still an engineer at heart, often working on his car. He’s also discovered a love for the great outdoors, which he enjoys on camping trips with his wife.

“When the phone goes off, and you can see the stars, it just reboots your system,” Vikram says.

And when he returns to ECH after a relaxing weekend away, Vikram always feels appreciated. Whether it’s a birthday gift or a simple thank you, he knows he is a valued part of the team.

“On our birthdays, ECH gives everyone a present. It’s a small thing, but it gives you a reason to feel attached to the company. We are treated like family, not just individuals. It’s a very good place to be.”

