



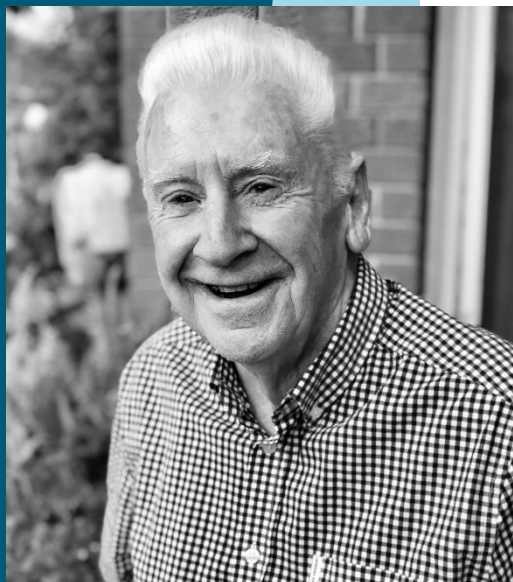
Echo Australia Inc.

# Annual Report 2020

# Welcome to Country

**echo** acknowledges the Wurundjeri people of the Kulin nation, the traditional owners of the land on which we meet today. We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples and pay our respect to Elders, past, present and emerging.





# Chair Report

**On behalf of the Board of Management, I have much pleasure in presenting the 29<sup>th</sup> Annual Report of Echo Australia Incorporated.**

Within the confines of a pandemic, the current business environment poses many concerns for a small not for profit. Providing a safe and effective work environment in a period of such volatility and increased unemployment will require an agile response.

The Board recognises that the ongoing ability of **echo** to pivot and steer an effective course has been crucial. With foresight and vision our CEO Michael Locke, managers and staff have done a fine job to navigate this challenging journey and we sincerely thank them. Staffing excellence is important as the Board congratulates Finance Manager Debra Cass, who clocks up 20 years of tremendous service to **echo**.

I turn my thoughts to an increasing number of **echo** job seekers who may face uncertain times ahead. I ask for careful consideration of their plight and mental health. Stay positive and remember that **echo** remains dedicated to assist you in your endeavours.

I thank my fellow Board members who actively contribute to both their community and the success of **echo**. I congratulate all staff who are working from home in what is a complex and multi-skilled job and extend a warm thank you to all.

As the organisation approaches our 30<sup>th</sup> year, I look forward to a safer world, improving economic prospects and a connected community. It is in this fertile ground where **echo** continues to provide new perspectives to disability and employment opportunities.

**David Keating**  
Chair

# A Year of Resilience

2020 has been a year of significant challenge and resilience for **echo**, industry and the broader community. The COVID-19 pandemic has had a profound impact on all our lives. Whether it is the devastating loss of lives, crippling of business, restrictions placed on social activities or the changes to the way we work, 2020 will be one for the history books.

For **echo**, this year will be defined by how we supported our job seekers, staff and the wider community through this devastating global pandemic. Almost overnight businesses that were once thriving had to close their doors leaving millions of people left facing economic uncertainty and hardships. But the devastation of COVID-19 reaches well beyond economic disruptions, to greatly impacting the mental health of the broader community. As an organisation, we have asked our team to rapidly adapt to a changing operating environment, ensuring we continue to meet the needs of our job seekers and provide quality care and support, while safeguarding the health and well-being of our teams.

While COVID-19 has impacted the way we work, our dedication and commitment to our community remains un-wavered as we continue to work together towards our vision of a more inclusive and diverse community.

**Michael Locke**  
CEO



# Operations Report

Opportunity through Employment and Inclusion

# June 2020 Star Ratings



- jobactive
- DES – DMS
- DES – ESS

## jobactive

3.0   
South East

3.0   
North East

## DES - DMS

4.0   
Bayside

3.0   
Maroondah

3.0   
Monash

## DES - ESS

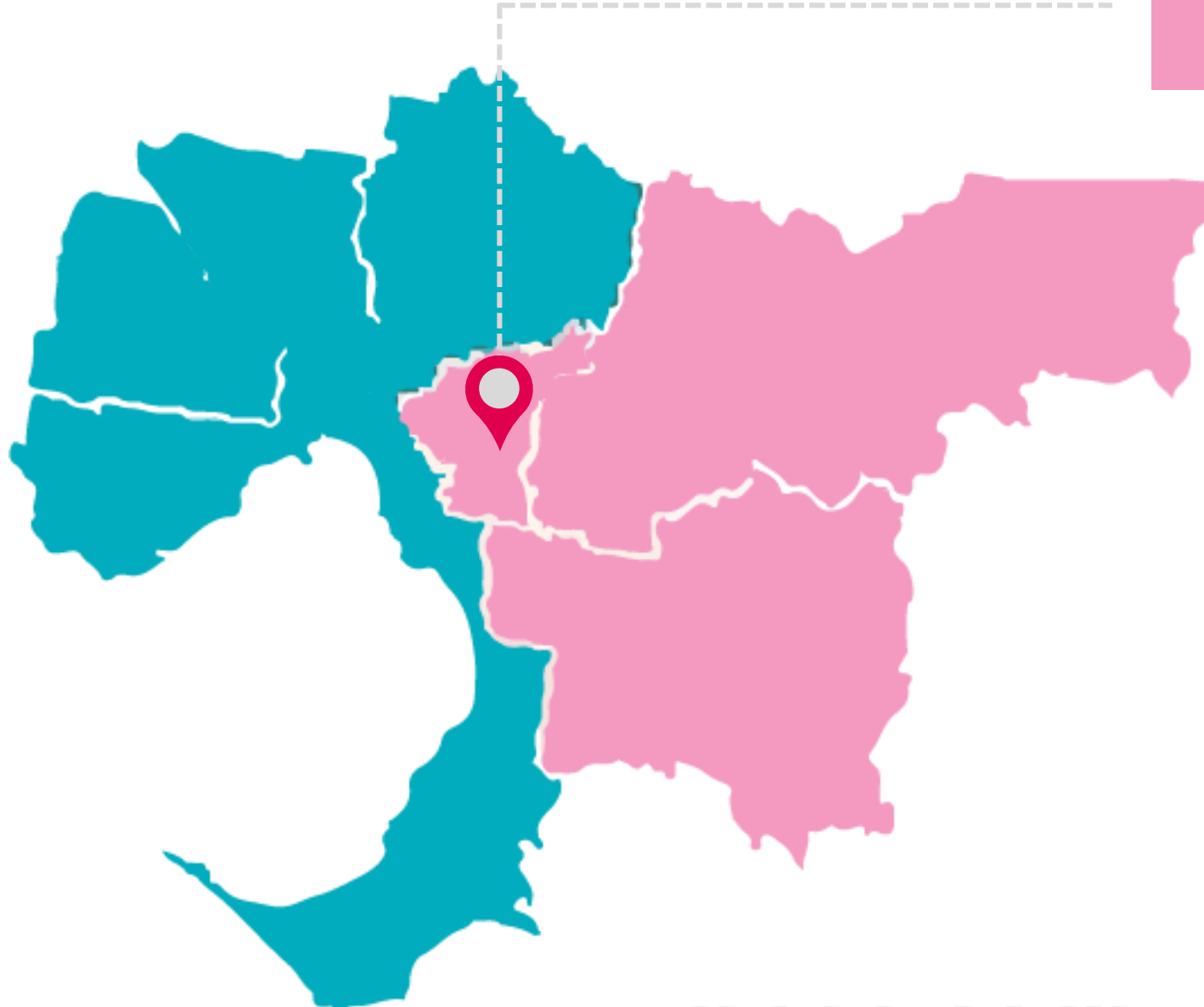
3.0   
Bayside

3.0   
Maroondah

3.0   
Monash

5.0   
Yarra

# Inner East

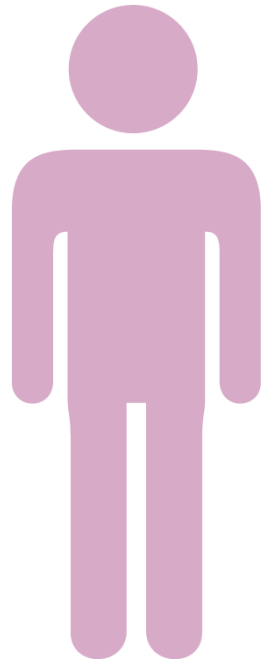


- Box Hill
- Camberwell
- Richmond
- Dandenong
- Oakleigh
- Glen Waverley



## Inner East – **the team**





## DES (ESS & DMS)

Servicing over **500 commenced** jobseekers.

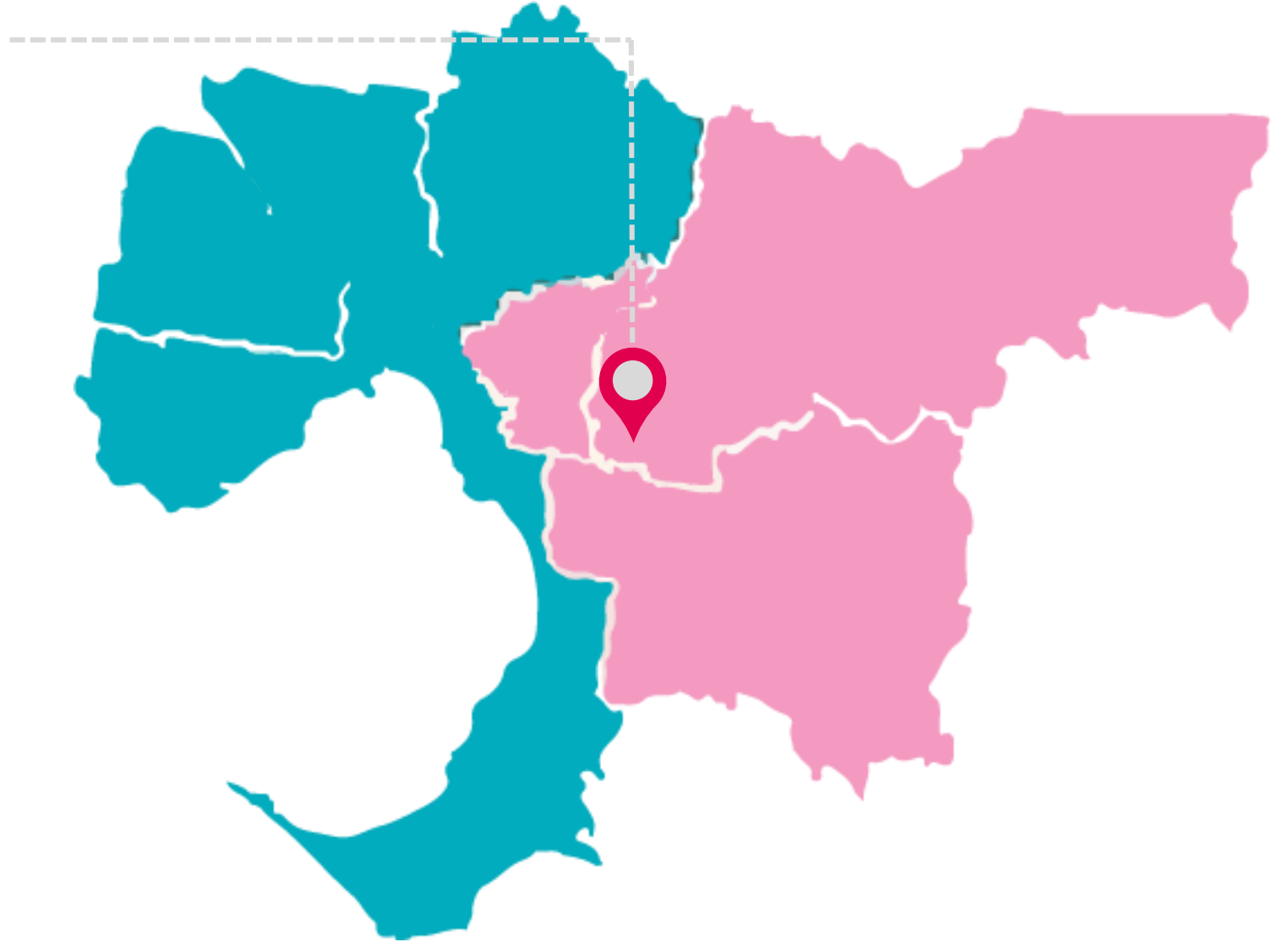
Since 1st of July 2019 in excess of **160 job seekers** have been placed into employment



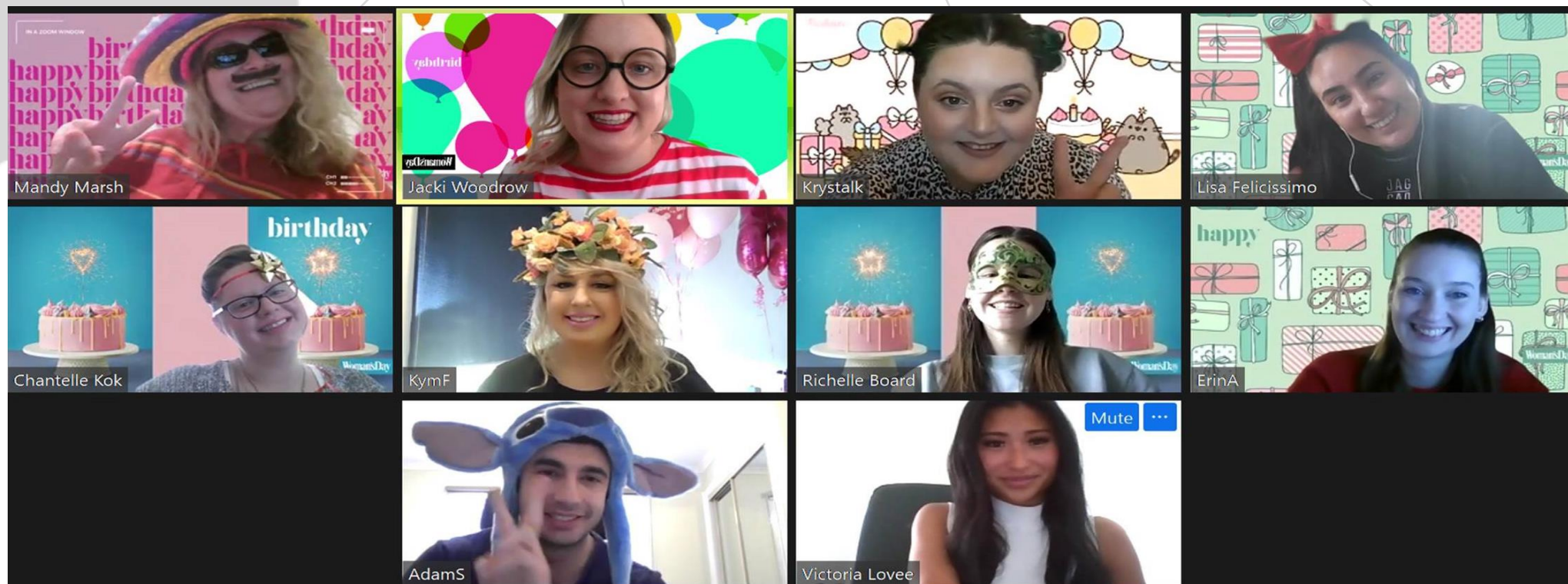
160

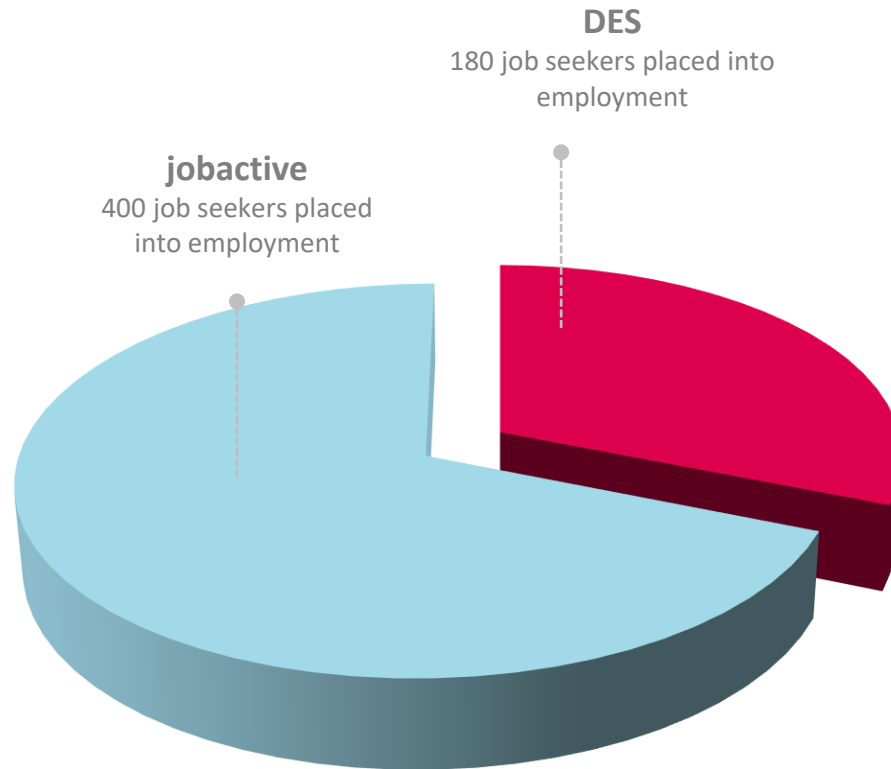
# North East

- Ringwood
- Lilydale
- Wantirna South
- Greensborough



## North East – **the team**





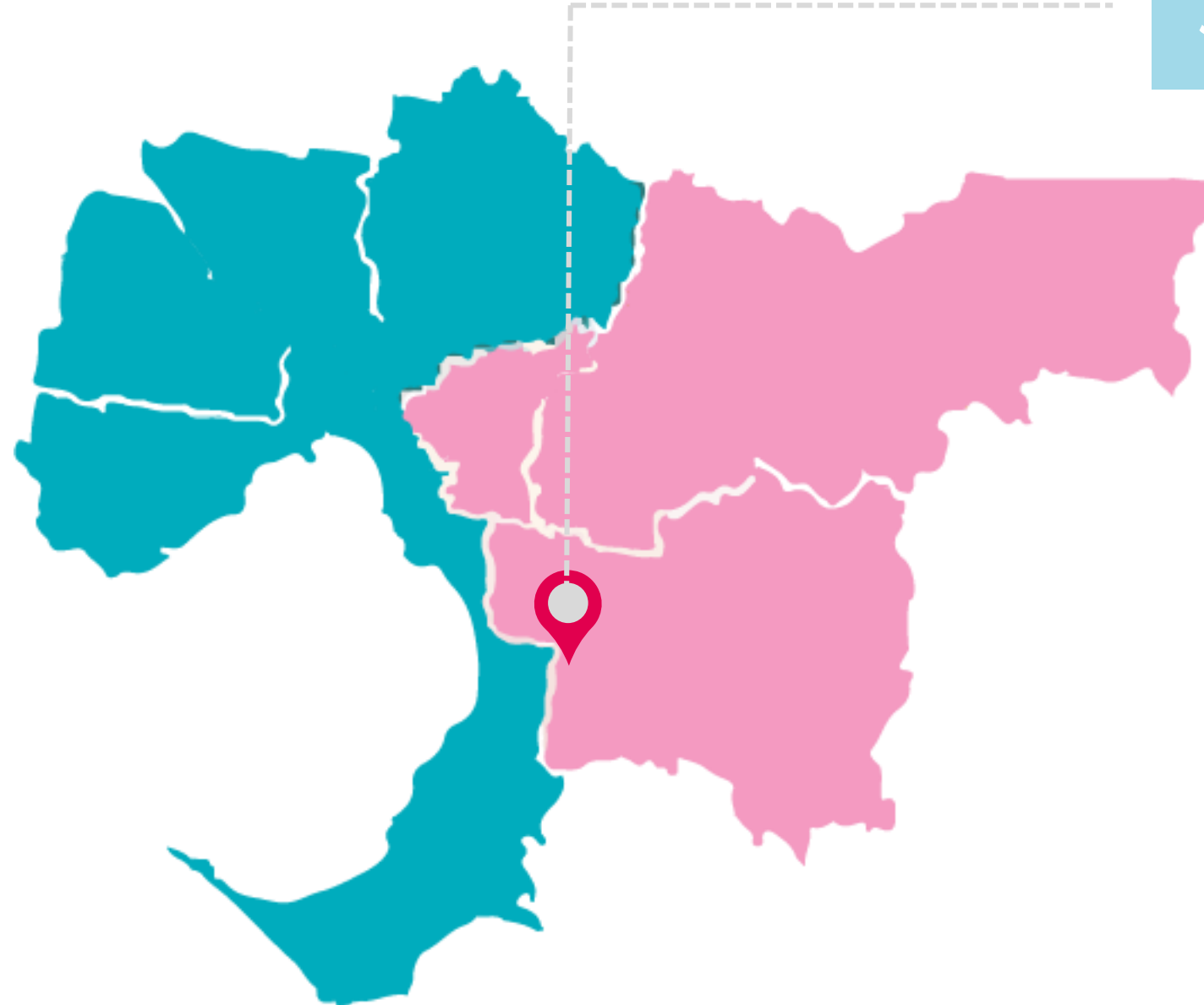
## DES (ESS & DMS)

- Servicing over **400 commenced** jobseekers.
- Since 1st of July 2019 in excess of **180 DES job seekers** have been placed into employment.

## jobactive

- Servicing over **2000 commenced** jobseekers.
- Since 1st of July 2019 in excess of **400 jobactive job seekers** have been placed into employment.

# South East



- Cranbourne
- Narre Warren
- Pakenham





South East – **the team**

## DES (ESS & DMS)

- Servicing over **280 commenced** jobseekers.
- Since 1st of July 2019 in excess of **120 DES job seekers** have been placed into employment.

## jobactive

- Servicing over **1300 commenced** jobseekers.
- Since 1st of July 2019 in excess of **200 jobactive job seekers** have been placed into employment.





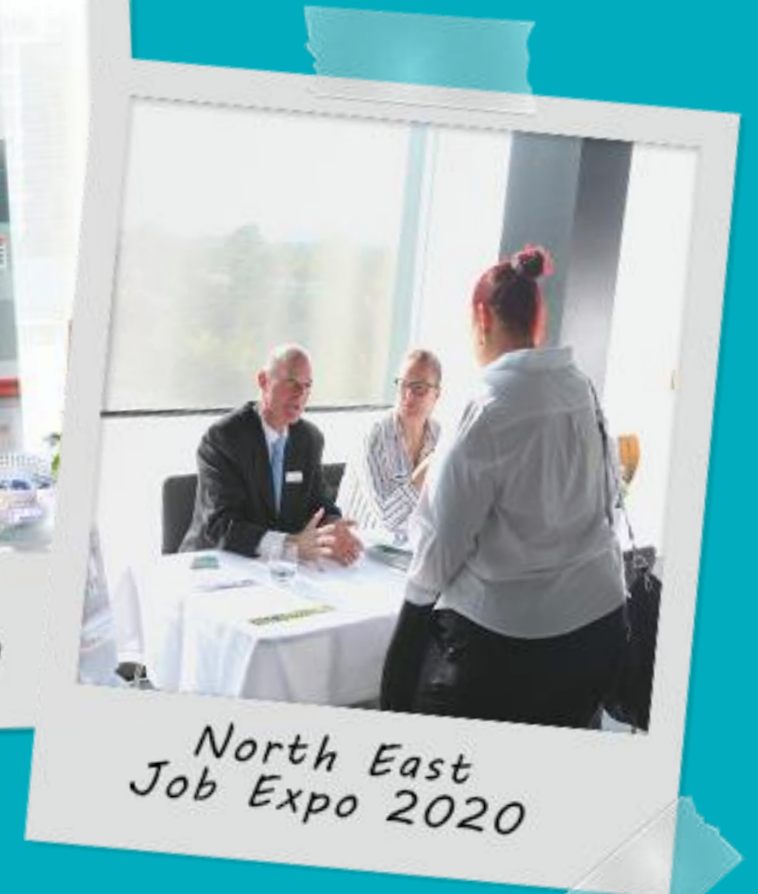
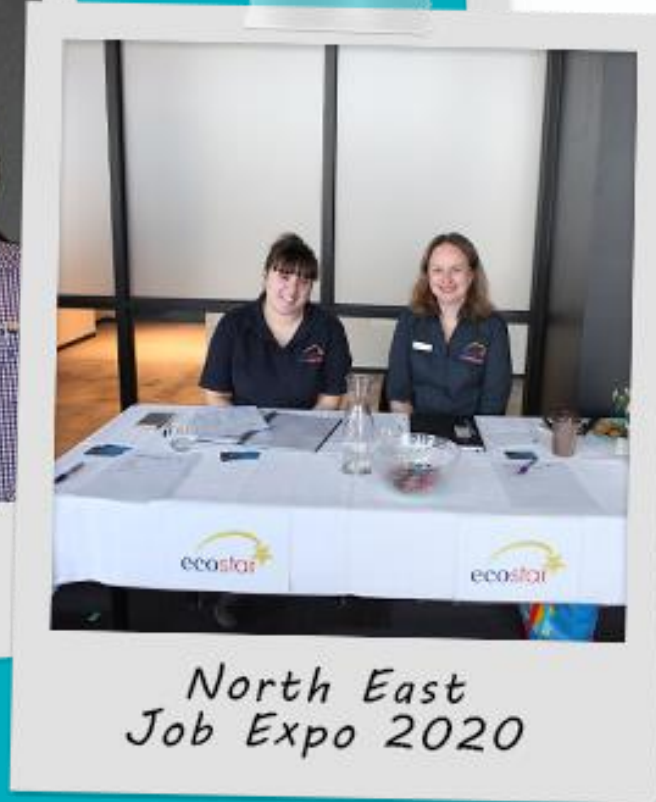
# Job Expo

- The North East Region held a Jobs Expo on the 5th March, with **over 120 job seekers in attendance.**
- The South East Region held a Jobs Expo on the 10th March, with **over 100 job seekers in attendance.**





# Job Expo





Employers



# Partnerships





# Partnerships

**Heidi Butler-Moore**  
CEO of Glen Park  
Community Centre Inc



*"I can totally understand why they are such a good team and have such a high standard and rating. Mandy is organised, responsive, proactive, professional and an absolute pleasure to work with."*

*Kym, Lisa & Chantelle are some of the best Consultants I have ever worked with, pretty amazing. I suspect they are naturally talented but they are also the product of some pretty good management. They always get results, they go out of their way to engage job seekers and to also ensure they are professional and a breeze to work with. They are such good representatives of ECHO and exactly what you would hope of ESP employees. I know that it's hard to find good staff in your industry but geez ECHO have nailed it."*

# Good News Stories



## Robert

Robert is one of our young Richmond DSP clients who came to us with very limited working experience. He had expressed interest in working at Bunnings Warehouse as a team member. This interest led to open communications with Bunnings Diversity & Inclusions team to create a position for Robert at their Collingwood store. Because of this open communication with the employer, Robert is receiving the support he needs on the job by managers and colleagues as well as the continued support from echo.

Robert is absolutely loving his job and is learning new skills every day.



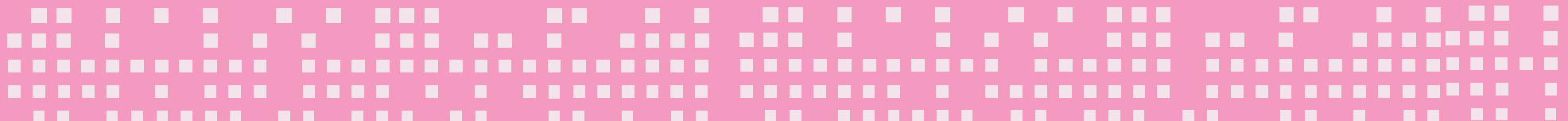
## Joseph

In 2019, Joseph, one of our young Oakleigh clients, participated in AccessAbility Day at the Commonwealth Bank Oakleigh Branch. Joseph left such a positive impression that 12 months later they offered him a permanent position.

Joseph is currently completing his Diploma of Accounting, so this fantastic opportunity with Commonwealth Bank aligns with his long-term career goals and the beginning of a bright future.



# Our Clients





Just wanted to say thank you for helping and supporting me. I've stayed with the same job at an IT company for the last 2.5 years (and established my own new role in the business) and looking at a promotion to a higher role after covid lockdowns once we can all be in the office to train me for it. Thanks again for helping me get to where I needed and supporting me.



I must say I am highly impressed with ECHO as you are the ONLY job provider I have dealt with who has actually got me a job. Really well done guys.



Thanks so much for understanding my situation honestly Jacki your good at what you do cause you have a heart & understand.



Given my situation was an extremely delicate one, the staff at Echo were not at all challenged and were very thorough in finding a job that was tailored for me. There was no sense of discrimination and everyone was really friendly and engaging overall without smothering me. Most of the staff were recently recruited and they didn't seem overwhelmed by the work, which was refreshing to see. A big thanks to Tina, Kiersten and Megan for the much needed support to get back in the workforce!

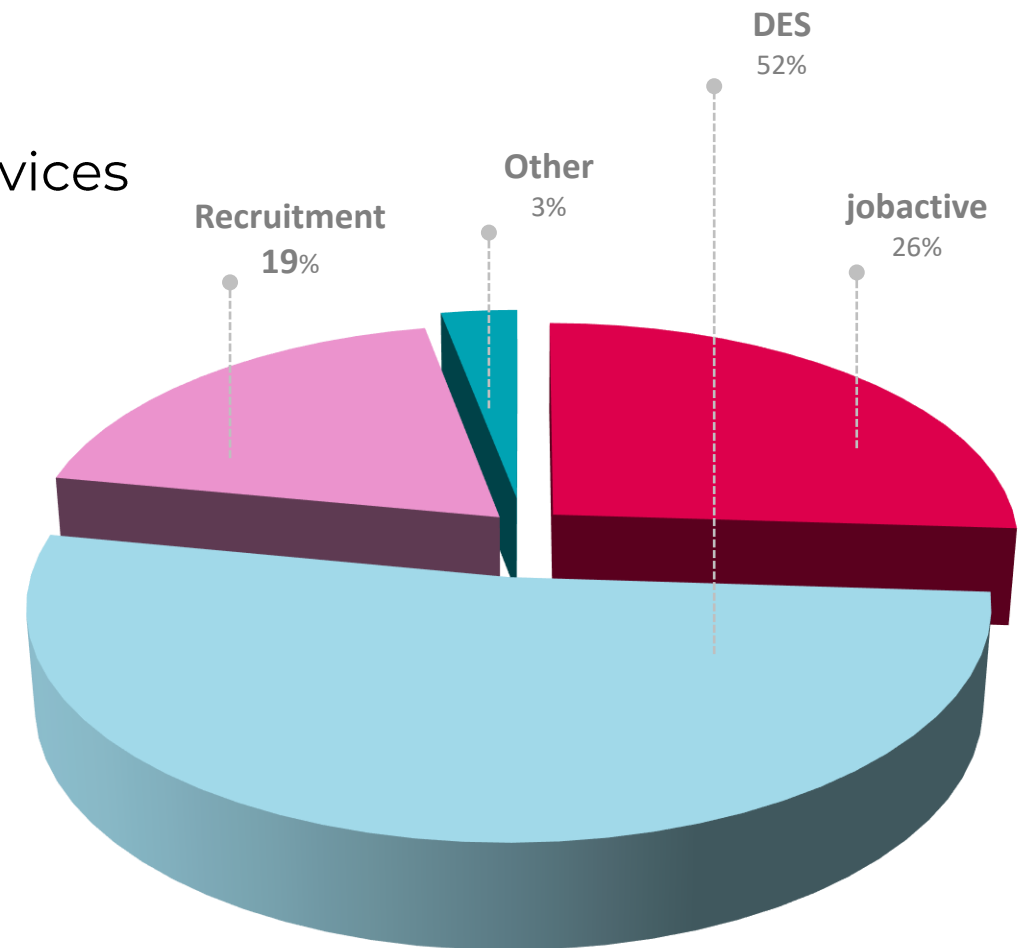
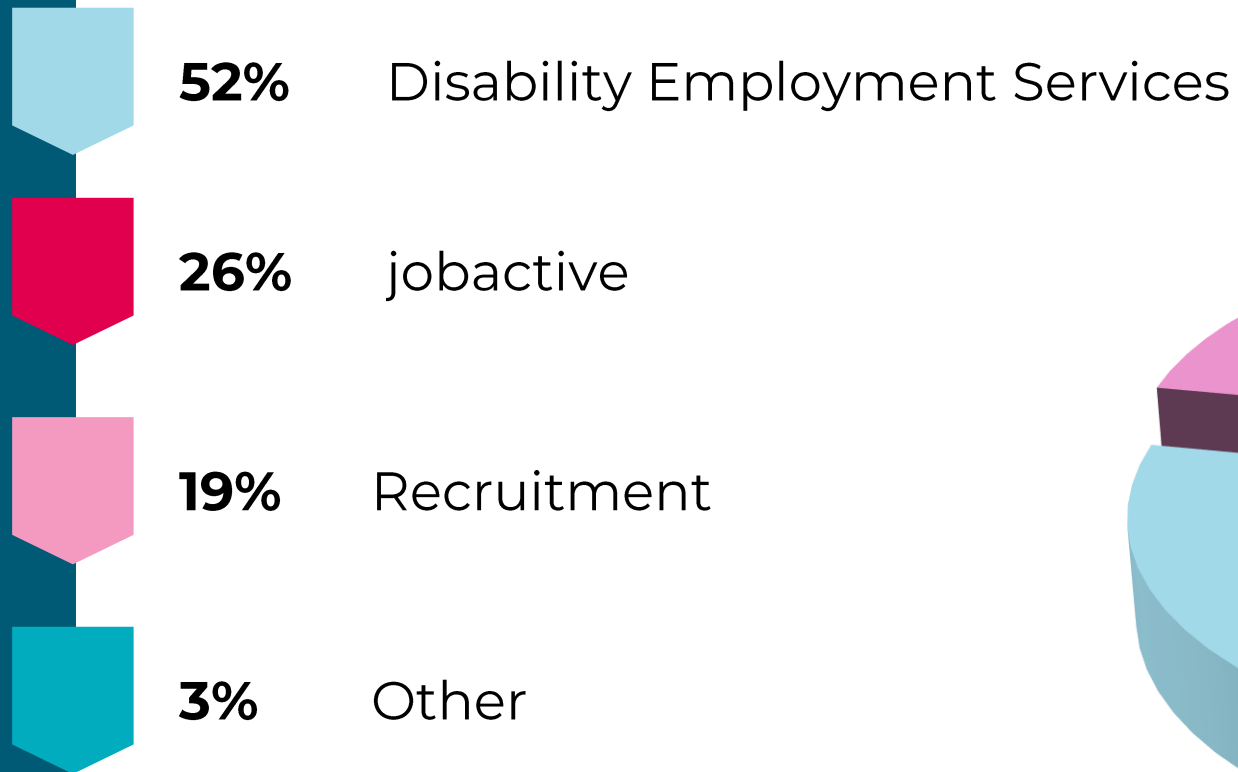


# Testimonials

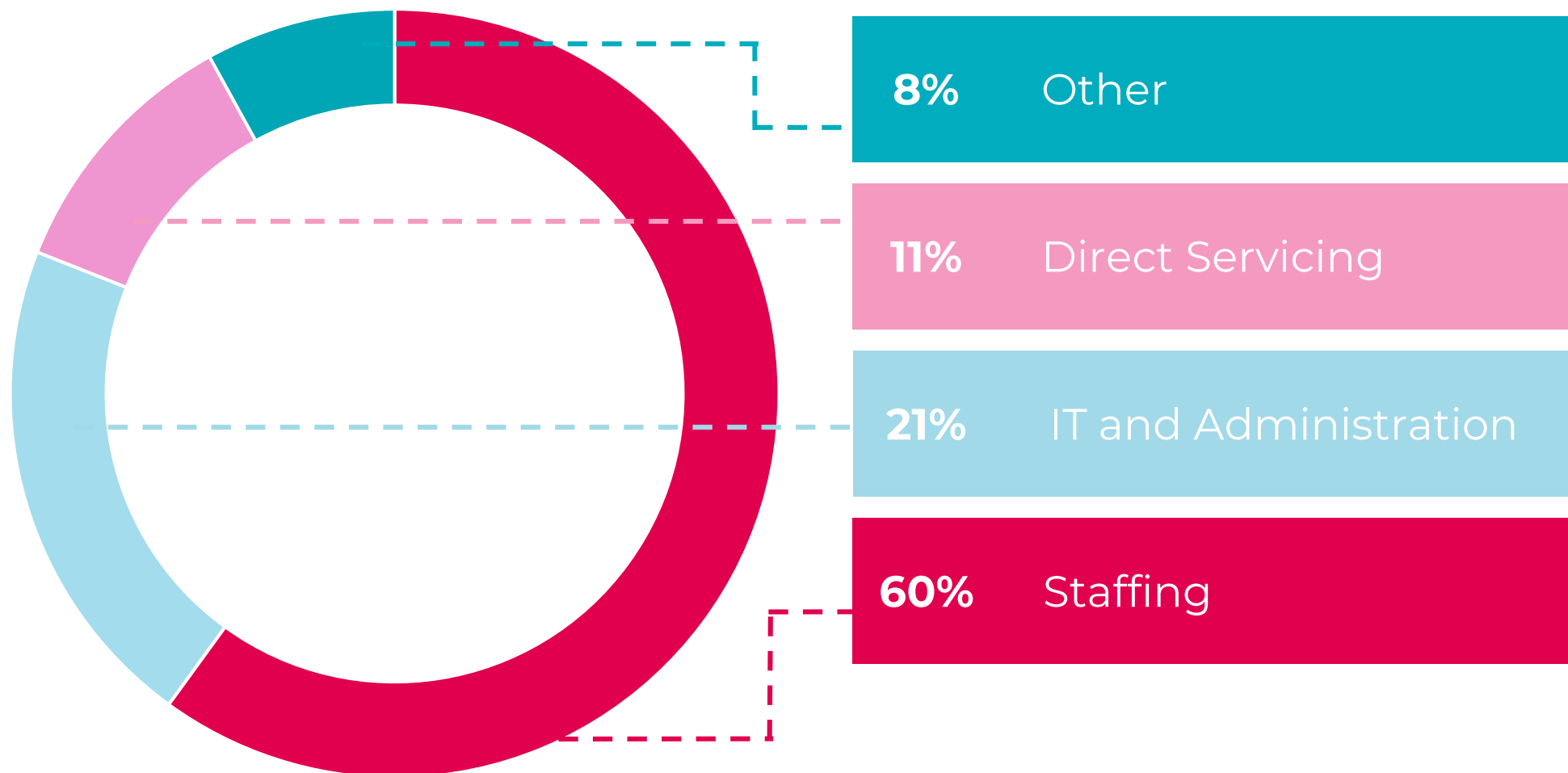


# Financial and Auditors Report

# Income by Activity 2019|2020



# Expenditure by Category 2019|2020



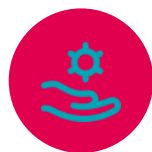
## Opinion

*In our opinion, the financial report represents fairly, in all material respects, the financial position of Echo Australia Inc as at 30 June 2020 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporation Reform Act 2012 (Vic).*

Fawcett & Company -  
Independent Auditor

# Directors' Declaration

Your committee members submit the financial report of the Echo Australia Inc for the financial year ended 30 June 2020.



## Principal Activities

The principal activities of the association during the financial year were:

**To provide services to eligible job seekers and workers.**



## Significant Changes

No significant change in the nature of these activities occurred during the year



## Operating Result

The Profit after providing for income tax for the year ended 30 June 2020 amounted to \$285,537

### *Auditor's Independence Declaration*

*Section 307C of the Corporations Act 2001 requires the company's auditors, Fawcett & Company, to provide the directors with an Independence Declaration in relation to the review of the financial statements. The Independence Declaration forms part of the financial statements.*

*Forwarded in accordance with a resolution of the Members of the Committee.*

*David Keating| Director and Chair*

*Alan Colling| Director and Treasurer*