



my future holds but I like service development so I'll probably gravitate more to that side of things. The more we can do to enable people to live how they want to live – if I can do that in my future, that would be good.

I don't think there's a dull area in aged care at all. It is an exciting industry with lots of opportunities and I think the more people who know about it the better.

**SOPHIE QUINN**  
**MEMBER SERVICE OFFICER**  
**LEAD, ECH**

I started at ECH in August 2019 as a customer service officer and, for the past year, have been customer service centre lead.

We are the 1300 number – we try to resolve any queries. Our team is heavily wellness-based – we evolved because we wanted people to be able to ring up and ask for an allied health service or service in the home. Sometimes people might need help with carrying heavy shopping bags or having a chat, whereas some

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