



ADEC

Annual Report
2019

“ Thanks so much for all you have done
for our family.

You have really gone above and beyond.
When I'm down – you showed up for me.

It was such a relief to be able to reach
out to you and have you respond and say
don't worry – I've got this.

We are very grateful that we know you
and have ADEC in our corner.

Thank you so much. ”

**Hanan – daughter of
Home Care Package client**

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Message from our Chair

As I reflect on what has happened at ADEC for 2019, I began by looking back over the previous years at the challenges we have faced and how we managed in an ever changing political and funding landscape. We have been genuinely surprised by the level of risk and uncertainty through which ADEC has not just managed, but grown.

Thus, the dominant theme for 2019 is **GROWTH: Above and Beyond.**

Our transition to a market-based model of service delivery has been very successful and in addition to our Preston office, we are now delivering services (and particularly focused NDIS and Aged Care services) from two new sites at Werribee and Dandenong where the staff and scope of our services are growing steadily. My Executive Director Melissa Elston, and her senior managers are the significant factor in the quality of the outcomes and the high reputation that ADEC has earned. The Board and the management team continue to be committed



Sophie Holmes – Chairperson

to fostering staff morale and well-being, and the staff proudly deliver the best-possible for our clients.

As an organisation ADEC's focus continues to be the needs of individual clients, their families, and wider communities. It has become part of ADEC's culture that our clients turn to us and stay

with us and their feedback is that they, and other agencies, trust and respect our specialist expertise.

ADEC deliberately went against the tide of mergers that has swept the sector, opting instead to develop transparent, collaborative relationships within an 'autonomous yet connected' framework and this has proven to be both wise and generative as our growth at all levels demonstrates. Under Melissa's leadership this model of engagement in the sector has flourished and we are looking forward to an even better year in 2020.

In 2019, our volunteer Board has conducted 10 regular monthly meetings and continues to have half-day meetings focused on strategic planning, risk-management, board education, and business planning. I would like to thank my Board for their time, the quality of their discussion, and all their work in attending to governance and nurturing ADEC. I must particularly acknowledge Helen Farrell and Maria

Carmusciano as two long-standing Board members who have recently resigned after 10 and 15 years' service respectively. We greatly appreciate their contribution to ADEC and we wish them well in all their future endeavours. The Board is now recruiting a new generation of Board members to bring financial, legal and strategic planning skills to the Board.

In conclusion, the Board and I acknowledge the remarkable people who work at ADEC in many different roles, and we express our appreciation to you all for your collective contributions to the organisation. You are the cornerstone on which ADEC has successfully repositioned itself and gone from strength to strength working with precision, compassion and care for our clients.

Dr. Sophie Holmes
Chairperson ADEC

Executive Director's Message

ADEC has been supporting our ethnic communities for over 36 years, playing a pivotal role in aiding them to live well and participate fully in the community.

I'm happy to report that our programs continue to grow and ADEC remains in a healthy financial position. We continue to deliver specialist projects in the areas of Disability, NDIS, Family Violence, and Advocacy, and the reach and breadth of ADEC's support to our communities has increased significantly throughout the year.

Building on our successful entry into the NDIS space, we focused last year on expanding our Aged Care service and I am delighted that it is developing more rapidly than we could have imagined.

I see the coming year as a time of tremendous opportunity for ADEC. We will continue to expand our Aged Care division, perfect our NDIS services, increase our project work and strengthen our already strong partnerships with like-minded organisations.



Melissa Elston – Executive Director

I would like to thank the ADEC Board of Management for their wise counsel and commitment to the organisation. I also thank my staff; they do an exceptional job and I extend my heartfelt appreciation to every one of them for the work they do for the individuals and communities we support.

Melissa Elston
Executive Director

Treasurer's Report

The Financial Report shows that: receipts from the provision of services more than doubled in the 2018–2019 reporting period to increase ADEC's overall revenue by more than \$800,000; and funding from grants has remained high.

Government funding decreased over the period as we moved away from block funding for services but this is being offset by our accelerated activity and increased income in the NDIS and My Aged Care spaces.

There has been a lesser increase in the number of staff engaged in the administration of NDIS as we streamline our service delivery, however, the additions together with increases in remuneration have caused overall employee costs to rise by 29%.

Depreciation and amortisation increased by 50%, the result of rental and other expenses from leasing and equipping new offices at Werribee and Dandenong.



Joan Cooney – Treasurer

We returned an actual surplus of \$121,101 against a forecast surplus of around \$82K. Funding for programs received towards the end of the reporting period was again rolled over to the current year.

The full report by the independent Auditor is lodged in the ADEC website www.adec.org.au

Joan Cooney
Treasurer

Disability Ambassador's Message

It has been another busy year for me in my role as Disability Ambassador. I have connected with many organisations that are as passionate about supporting our ethnic communities as ADEC is, from disability services and local councils, to education providers and employment services.

The subject of 'support groups for people from ethnic backgrounds' is a common theme that has emerged from my meetings this year: for people living with cancer (Peter MAC and Cancer Council Victoria); for parents living with Disability (DnD and Yooralla); and opportunities for self-advocacy groups (DnD).

I also undertook a number of speaking engagements to continue the wider community's education on disability, cultural responsiveness and accessibility to services, reaching out through 97.7 Casey FM Radio, Melbourne Polytechnic and other forums.



Effie Meehan – ADEC Disability Ambassador

I'm enthusiastic about where my role may take me next year and I welcome the opportunity to explore innovative partnerships with many new organisations.

Effie Meehan
ADEC Disability Ambassador

Vision Statement, Mission Statement and Goals



Vision Statement

To empower people with disabilities from ethnic backgrounds, their carers and families to fully participate as members of the Victorian Community.

Mission Statement

To assist people with disabilities from ethnic backgrounds, their carers and families to access services and ensure that service systems are inclusive and responsive to their needs.

Goals

The goals that enable the mission to be accomplished are:

- To ensure ADEC addresses clients' needs in a nurturing and supportive manner
- To create an effective service that advocates on behalf of clients of all ages, their carers and/or significant others
- To ensure that ADEC delivers and operates services within an ethical framework and also within a duty of care for each client
- To foster the development of services for communities across Victoria through strategic alliances
- To foster research that identifies clients' needs, carers' needs and the needs of significant others and to promote planning based on this research
- To build capacity in the community and within the agency.

Our Work



'ADEC is committed to the proposition that all people in today's society have a right to quality services that meet their needs and are inclusive and humane; in order to deliver such services, the diversity of the community must be respected.'

About our Staff

Our staff have come to us from countries all across the world.



95 staff



33 languages



27 countries

Our Clients



Our clients are ADEC's reason for being. We recognise the difficulties faced by persons from CALD backgrounds, especially those with disability, in accessing services – the barriers of culture, language, gender, fear of authorities, lack of knowledge of social systems and services, perceptions about choice and understanding – and we strive to help our clients overcome them.



2,583 clients



884 new clients



51 nationalities



**78,685
hours of support**

Our Programs



NDIS Support

The NDIS program continues to expand its support to participants in the three main areas of

- Support Coordination
- NDIS Appeals
- Plan Management

We are continually strengthening our position amongst NDIS service providers and we increasingly receive direct referrals from disability advocacy organisations, NDIS participants, NDIA and its partner BSL, and Victoria Legal Aid.

Our Achievements



190 Support Coordination participants



48 Appeals participants



155 Plan Management participants

We Facilitated



4,900 hours of Support Coordination



921 hours of Appeals work



1,976 hours of Plan Management



Highlights



Escalating issues to the Ombudsman to unblock delays in services and supports



Winning NDIS access cases for our clients at litigation



Supporting participants with complex issues through reviews and tribunal processes



Assisting a participant with behavioural concerns to find appropriate service providers

Our Programs



Programs Support

Programs Support recruits and prepares Support Workers for ADEC clients in the Disability Support and Aged Care programs, ensuring that all support workers meet high employment qualification requirements.

The program matches support workers to clients based on the clients' individual needs and offers an on-call service to all clients.



Our 51 Support Workers speak 30 different languages

We provided support workers for:



89 Disability Support clients with NDIS packages



37 Aged Care clients with Home Care Packages



16,674 hours of support



Disability Support

Our Disability Support program has grown rapidly over the last year, supporting our clients with NDIS packages and simultaneously providing respite for their carers.

We have adopted the therapeutic and trauma informed model of service delivery and we work closely with families and carers as well as healthcare professionals when creating clients' care plans.

Our Achievements



We provide services to **89** clients with NDIS packages



Our support workers speak **28** different languages

We have delivered



2,000 hours of personal care



11,000 hours of community access



575 hours of independent living skills

Our Programs



Aged Care

The Aged Care program supports older people over the age of 65 years who have a Home Care Package, to remain living independently in their own home.

The program has grown over the last year from 11 clients to 37 clients with Home Care Packages. Word-of-mouth referrals from our clients are testimonials to the quality of our service.

Our Services

- | | |
|---|--|
|  Personal Care |  Package Support |
|  Domestic Assistance |  Ordering Supplies and Services |
|  Community Access | |










Program Statistics

-  **14** information sessions
-  **100** referrals
-  **3,099** hours of support
-  **600+** hours of package management

Communities

- Fijian
- Karen
- Egyptian
- Greek
- Indian
- Turkish
- Chinese
- Burmese

We assisted clients with

-  Attending appointments – **236**
-  Participation in activities of their choice – **708**
-  Travel – **3,000** km
-  Personal Care – **860** hours
-  Domestic Assistance – **708** hours
-  Gardening – **124** hours
-  Community Access – **468** hours

Our Programs



Advocacy Support

The Advocacy program has branched out to ADEC's new offices in Dandenong and Werribee to bring more advocacy support to the Eastern and Western suburbs; and into new areas of advocacy supporting clients to transition to the NDIS and to navigate its procedures.

Last year we



Advocated on behalf of 391 clients



Supported 29 clients at VCAT and other tribunals



Facilitated 31 clients to access education, legal, community and social inclusion support services



Assisted 3 clients with complaints around abuse, neglect and discrimination



Our Achievements



Worked with clients from 51 different cultural backgrounds



Assisted 135 clients transition to the NDIS



Provided 3,952 hours of advocacy support

We supported clients with a wide range of disability types

- Autism **65**
- Acquired Brain Injury **8**
- Hearing loss or impairment **11**
- Intellectual disability **66**
- Neurological disorders **9**
- Physical disability **125**
- Psychiatric disorders **74**
- Sensory disorders **6**
- Vision impairment **3**
- Speech impairment **4**
- Other **33**

Our Programs



Access & Support

Access & Support is funded in Victoria for both the Commonwealth Home Support Program (CHSP) and the Home and Community Care Program for Younger People (HACC PYP), to assist people with diverse needs to access services.

We provide short term support for frail older people, and people with a disability and their carers, to live in the community as independently and autonomously as possible.

Our Achievements



Supported **180** clients



Delivered **1627** hours of support



Provided **360** hours of community information support

We Facilitated



28 clients to receive My Aged Care packages



160 aged care assessments



Access to community services for **152** clients



Social Support Groups

ADEC's Social Support Groups program supports over 800 carers and people living with disability to connect socially with others in similar circumstances, for support and companionship.




- **16** Carers Social Support groups
- **12** High Needs groups
- **4** Mental Health & Wellbeing groups
- **2** Exercise groups
- **2** Disability groups

Our Achievements

-  **36** groups
-  **849** members
-  **68** Home Care Package clients
-  **13** NDIS clients
-  **418** activities
-  **26,033** hours of support

Additional activities

In partnership with Merri Health
ADEC also offered:

-  Mother's Day lunches
-  Outings around Melbourne
-  3 day camps in both Melbourne and Phillip Island

Our Projects



NDIS Transition Support Project

With funding from the Victorian Department of Health and Human Services, ADEC has supported 248 people living with disability, carers and families from CALD communities to understand and transition to the NDIS.

The sessions assisted individuals and families in:

- Understanding the NDIS and its eligibility requirements
- Accessing the NDIS
- Preparing for planning meetings with NDIS planners
- Understanding NDIS reviews and appeals

We conducted



609 one-on-one planning sessions for 248 people



26 information sessions to 119 community members

We produced NDIS videos

In Vietnamese and Mandarin on:

- NDIS Eligibility
- NDIS Pre-planning and planning
- Plan management
- Support Coordination
- NDIS Appeals



Stronger Ethnic Communities for a Stronger Victoria Project

The aim of this project is to build the capacity of people living with disability and carers from the Chinese, Arabic, Karen and African communities through a series of training workshops and mentoring programs.

Our Achievements



50 people accessed workshops to strengthen their knowledge of Human Rights in Victoria and their skills in effective Self-Advocacy



14 representatives completed detailed mentoring programs around Human Rights, Self-Advocacy, the NDIS, Art Therapy and Self-Care

We Facilitated



Filming and interviews throughout the project to be used as a tool to help other community members understand perspectives on Human Rights and Self-Advocacy

Our Projects



Information Linkages and Capacity Building Project 2

This two-year project works with people living with disability, their carers, families and communities from eight key CALD communities. Through group discussion and engagement the project increases individuals' ability to identify issues that affect them, and self-advocate to resolve these issues.

Key topics

- Equality in Society and the Workplace
- Family Violence and Creating Respectful Relationships
- LGBTIQ+ Tolerance

206 participants from eight communities

- Turkish
- Chinese
- Burmese
- Karen
- Vietnamese
- Japanese
- Afghani
- Arabic



ArtAbility

ArtAbility celebrated its' 14th year showcasing the talents and achievements of our participating artists. The exhibition was held at the Preston Town Hall on the 12th of October and opened for public viewing during the day before closing in the evening for an exclusive cocktail event for artists, family members, sponsors and invited guests.

Our Achievements

 **63 artists**

 **27 organisations**

 **25 new artists**

 **137 artworks exhibited**

The Journey Continues



Our path ahead is clear, as we go from strength to strength –

- we will consolidate our strong start in the NDIS space and expand it into a range of Disability Support services around a core of NDIS programs;
- we will develop our Aged Care program to its full potential and complete its harmonisation with our Disability Support services;
- we will extend our reach into the wider Metropolitan and regional areas as the NDIS continues to roll out across Victoria; and
- we will grasp every opportunity to build the capacity of our CALD communities through suitable projects and programs.

ADEC Thanks You



ADEC Members
ADEC Volunteers
AL and RA Caputo
Anytime Fitness
Arts on Burgundy
Association for Children
with a Disability
Audit Accounting Advisory
Brotherhood of St Laurence
Bulleen Art and Garden
Bunnings
Carers Victoria
City of Casey
Commonwealth Bank
(Preston)
Collective of Self
Help Groups
Darebin City Council
Dandenong City Council
Department of Premier
and Cabinet
Department of Health

Department of Health
and Human Services
Department of
Social Services
Disability Services
Commissioner
Diversity and Disability
DNV.GL
Dolphin Solutions
Dom Billings
Exetel
Ford Australia
Fruitbowl Productions
Glowroom Studios
Goodlife Health Clubs
healthAbility
Mental Health Complaints
Commissioner
Minuteman Press
My Aged Care
National Disability Services
National Disability
Insurance Agency

Nelson Alexander
North East Healthy
Communities
Office of Disability
Office of Multicultural Affairs
Officeworks
Palace Cinemas
Preston Toyota
Roctel
Settlement Services
International
Summerhill Crash Repairs
Welcome to Thornbury
Women's Health West
Wyndham City Council
Valid
Victorian Equal
Opportunity and Human
Rights Commission
Victorian Multicultural
Commission

Action on Disability within Ethnic Communities Inc.

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