



**ADEC**

Annual Report 2020



## **Vision Statement**

*Our Vision is for ADEC to be recognised as a leading provider of disability and aged care services in Victoria.*

## **Mission Statement**

*The Mission of ADEC is to provide equal access to high quality disability and aged care services for all members of the Victorian Community.*

## **ADEC**

- A sound reputation for excellent service delivery with expertise in ethnic communities.
- Wide experience and proven expertise in delivering disability and aged care services.
- Our ability as an organisation to contribute innovatively to the development of disability and aged care services.
- Our ability as an organisation to collaborate with other organisations to enhance the quality of disability and aged care services.



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# Message from our Chair

## Precision and Quality in the Year of COVID-19

**ADEC began 2020 with optimism and confidence. We knew we were on a growth trajectory, we had a strong bottom line, and we were in the early stages of implementing a new and audacious strategic plan.**

In the preceding five years ADEC had overcome many complex challenges, so in January 2020 the future was looking very good. We had the resources for expansion, excellent staff, good processes and a clear plan; the option of a merger was off the table; and we were confident that we had found a sweet spot in that ever changing political and funding landscape.

However, from the beginning of 2020 it became clear that we had to give increasing consideration to the developing pandemic and at our March Board meeting this year we mapped out various scenarios



**Sophie Holmes – Chairperson**

and laid plans to pivot the organisation to safe and precise remote working practices.

At ADEC, we put our clients first and we look after our staff. This simple and clear principle guided an organisational restructuring during the COVID-19 lockdowns and ADEC has been extremely

successful in managing health-safe practices: no clients have contracted the virus and we have focused on promoting well-being and maintaining high morale.

In this time of pandemic ADEC has expanded its services, recruited more staff, and developed more programs to maintain its growth trajectory. We have recruited and nurtured talented and dynamic people for leadership and service delivery using only video-digital platforms.

The service delivery statistics are impressive, particularly in the Aged Care and NDIS services. On all three sites, Preston, Werribee and our recently-purchased Dandenong site, ADEC is attracting clients and serving their communities.

The Board has also been meeting on video and successfully navigating many challenging issues. The injection of new talent, with two new members, Gillian

Meakin and Jimmy Jacob, joining the board, has added to the quality and precision of decision making. Thank you to Board members for all your thoughtful contributions.

Our sincerest thanks to Melissa Elston, her senior managers and her staff, for they are directly responsible for the quality of ADEC's outcomes and the high reputation we enjoy as an organisation.

Thank you for being flexible and learning to work remotely without compromising the excellence of services and being so nurturing of our vulnerable clients, in this year of the pandemic.

**Dr Sophie Holmes**  
**Chairperson ADEC**



# Executive Director's Message

**Three years ago we began a challenging journey into what was then the new NDIS landscape. We were faced with building a new program, gathering new skills and experience, and developing new services and programs for our future growth.**

As I look back over the last year I am delighted to see how far we have come and what we have achieved. We have truly found our feet in the new and exciting disability services environment, and ADEC is thriving.

We have consolidated our services in three main streams of NDIS, Aged Care, and Capacity Building, while continuing to build on our reputation as a leading provider of advocacy and social support services. Demand for our services and participation levels are at their highest levels ever, our programs and their staff have matured, and we are now exploring innovative ways to increase the diversity of our programs and deliver them to a wider audience. I'm excited to announce that we will launch a new ADEC website in September to showcase the exceptional work we do, so be sure to look out for it.



**Melissa Elston – Executive Director**

ADEC is in its healthiest financial position since it was established and this, too, is testimony to the quality of our staff and the services they deliver to our marginalised communities.

I would like to extend my thanks to the ADEC Board of Management for their commitment and support, and to my staff in recognition of their exceptional work and dedication to ADEC and our clients.

**Melissa Elston**  
**Executive Director**

# Treasurer's Report

## It is my pleasure to present the Annual Financial Report for 2019–2020.

Our overall revenue increased by 44% to nearly \$3 million in the reporting period, mainly from an increase in provision of services. Government block funding decreased marginally as we continue to move towards a fee for service model but grant funding remained high as funding organisations supported our quality submissions.

ADEC remains an organisation of choice for more and more people who are eligible for support under the NDIS and My Aged Care and our strongest areas of growth have been in these schemes.

While rental costs have decreased due to our purchase of the office in Dandenong and temporary reductions under COVID-19 arrangements, the addition of quality staff, primarily in the Finance and NDIS administration areas, has accounted for much of a 20% rise in our overall costs.

We comfortably exceeded our projected budget surplus, due primarily to the increase reported



**Gillian Meakin – Treasurer**

above in fee for service income, and our actual surplus will be in the order of \$1 million.

The challenge for management and the Board will be to harness the income from fee for service into new projects and programs for the benefit of our expanding client base.

**Gillian Meakin**  
**Treasurer**

# Disability Ambassador's Message

**The role of Disability Ambassador brings me much pleasure. I get to undertake the things I am passionate about, like building relationships with like-minded organisations and advocating for our ethnic communities on important issues around disability and service barriers.**

Over the last 12 months I've connected with many individuals and organisations, increasing their awareness of ADEC, the services we offer, and our ethnic communities in general. I also undertook a number of speaking engagements with mainstream organisations who were keen to learn more about our multicultural work.

The receptiveness of the organisations I connect with is very encouraging. I've identified a number of partnership opportunities for new projects which I look forward to pursuing in the coming year.

**Effie Meehan**  
**ADEC Disability Ambassador**



**Effie Meehan – ADEC Disability Ambassador**



## Our Work

*ADEC is committed to the proposition that all people in today's society have a right to quality services.*

### About Our Clients



**2,583** clients



**884** new clients



**51** nationalities



**78,685**  
hours of support

### About Our Staff



120 staff



45 languages



30 countries



## Our Services

### NDIS Services

#### *Service provider of choice*

ADEC's NDIS Support Programs have consolidated a reputation of service provider of choice in Culturally and Linguistically Diverse communities.

Our NDIS Support Programs include:

- Support Coordination
- NDIS Appeals
- Plan Management
- NDIS Disability Support

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#### *It's all about the individual*

ADEC NDIS team members are recognised and sought after for their ability to work closely with individual NDIS participants (and their carers and families) to determine that their needs are accurately and appropriately identified and the best plan is in place to achieve their goals.

Our team support our participants with flexible services and greater choice that is sensitive to culturally diverse backgrounds.



## Our Achievements

### *NDIS Support Coordination*

**6,968**

hours of Support  
Coordination provided

**250**

participants

### *NDIS Disability Support*

**18,152**

hours of Disability  
Support provided

**107**

participants

### *NDIS Appeals*

**600**

hours of  
Appeals support

**34**

participants

### *NDIS Plan Management*

**300**

participants



## Our Services

### Aged Care

#### *Why our reputation has grown*

ADEC's Aged Care Program has established the reputation of being a caring and sensitive service provider to assist older people who have Home Care Packages.

Our care is personalised to meet the individual and unique needs of each person. We work in partnership with our clients understanding personal needs, language requirements, cultural background, living and family environment.

ADEC's reputation has resulted in Home Care Package client numbers growing from 37 clients to 104 clients in the past year.

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### Language specific support

ADEC provides domestic and personal care by Support Workers who speak the same language as our clients. The benefits of receiving support in a client's first language have been significant – one of our Turkish clients showed improvement in her overall health within four weeks. Her doctor attributed the recovery to the support and care provided by a Turkish speaking Support Worker.



## Our staff

Our team is passionate about empowering our clients to maintain their independence in their own home and ensuring our clients receive the individual attention they need and deserve.

Our commitment to personalised service is evidenced by our client testimonials.

PP Good afternoon Lisa and Shey,  
  
Hope you are both well. I am just writing to you, to thank you for the service that you providing to my grandmother. She is really happy with your constant attentiveness and care. PP

Kind regards,  
Mary

PP I had assessed and was in conversation with 56 different age care providers in Melbourne before I chose ADEC. Shey and the team at ADEC passed all tests legally, professionally and most importantly, they were able to prove they were able to go above and beyond to make sure my Gran felt cared for and supported. PP

Ike





## Our Services

### Client Support




Our NDIS Disability Support and Aged Care clients are supported in their homes by ADEC Support Workers. Our Support Workers are the backbone of our service and are most often the ones that support our clients' day to day needs and wellbeing.

ADEC prides itself in ensuring that support workers are "matched" to our clients' needs including preferences for language, culture, religious beliefs and gender.

Our Support Workers have undergone certified training in Infection Control and follow safe hygiene practices to ensure the safety of our clients and staff.

### Our Services

Our 61 Support Workers speak 21 different languages and provided services in:

-  Personal Care
-  Domestic Assistance
-  Community Access

-  Respite
-  Skill Development



## Access and Support

ADEC's Access and Support Team continued to provide the bridge for clients to access the right support and programs to meet their needs.

The Team worked closely with local communities to identify clients from varying backgrounds, including newly arrived and vulnerable clients who may need access to services. Our staff are skilled at connecting with clients, building rapport and trust.

Communities we have supported:

Austrian	Iranian	Iraqi	Indian
Turkish	Egyptian	Chinese	Vietnamese
Maltese	Fijian Indian	Greek	Italian
Lebanese	Syrian	Somali	Nepali
Chin Hakka	Filipino	Burmese	Singaporean.

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## Services delivered



**145**

clients



**1140** hours

face to face  
client support



**200** hours

community  
education



## Our Services

### Advocacy Support

The ADEC Advocacy team continues to support clients to understand their rights, access information and services, and to speak up for what is needed to improve their situation.

### Our Achievements



**236** clients supported  
from **42** different cultural  
backgrounds



**2** Self-Advocacy workshops  
run for the South Sudanese  
Community



**68** clients accessed financial  
benefits with Centrelink



**8** hours of presentations  
to local councils and not-  
for-profit organisations  
to understand the role  
of Advocacy in ethnic  
communities



**43** with preparation,  
access and review of NDIS



**11** with guardianship,  
financial management  
orders and power of attorney



Partnered with universities  
and TAFEs to support students  
with disability to gain work  
experience through an  
internship.



## **Disability Royal Commission (DRC) into Violence, Abuse, Neglect and Exploitation**

ADEC was invited to support people with disability, including people from ethnic backgrounds to understand the purpose of the *Disability Royal Commission (DRC) into violence, abuse, neglect and exploitation* and assist them to participate.

We developed and presented culturally appropriate information sessions to help people with disability understand how they can contribute to the DRC.

Providing individual Advocacy has encouraged and supported people to tell their stories to the DRC.

ADEC will continue to provide DRC support to individuals and families until 2022.



## Our Projects

### Diversity, Inclusion and Well-Being Project Information, Linkages and Capacity Building Project (NDIA)

*The objective:* To increase community participation by improving knowledge of services, capacity to make informed decisions, and confidence to engage with services.

*The method:* Information and training workshops around domestic abuse, gender equality, LGBTQI+ tolerance and participants' rights in Australia.

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#### Our activities

**26** workshops for **283** people  
**8** different communities

Included on-line delivery via Zoom

#### **Information and training workshops:**

- Community Engagement
- Mental Health and Self-Care
- Self-Advocacy
- NDIS and My Aged Care

#### Their outcomes

**80%** increase in knowledge and confidence to identify and report discrimination.

**65%** increase in knowledge on dealing with abuse and accessing supports.

**79%** increase in knowledge and perception on different sexuality and LGBTQI+ tolerance





## ArtAbility Project

With funding from Darebin City Council, ADEC has supported 12 artists with a disability, and families and carers from CALD communities to stay connected through online art therapy workshops during lockdown in Melbourne.

### Our Achievements

- Co-design workshop with artists to develop the theme
- 10 art therapy sessions based on the theme of 'Staying Connected'
- Face to face and virtual delivery
- 6 art therapy videos to keep artists engaged and connected

### Feedback

*'Fascinating, thoroughly enjoyed getting to know the group. United by one thing and that is art.'*

*'Connectedness, inclusive, motivated and a creative release.'*

*'Happy to collaborate with a group and looking at other peoples' art.'*

*'Connectedness in a group situation.'*

*'Encouragement and respect.'*



## Our Projects

### NDIS Transition Support Project

With continued funding from the Victorian Department of Health and Human Services, this project has now supported 408 people living with disability, carers and families from CALD communities to understand and transition to the NDIS.

The sessions assisted individuals and families to:

- Understand the NDIS and its eligibility requirements
- Access the NDIS
- Prepare for planning meetings with NDIS planners
- Understand NDIS reviews and appeals

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### We conducted



**1209** planning sessions



NDIS information sessions for  
**42** community members and  
**93** providers and services

### We produced NDIS videos

In Arabic, English, Karen, Dari, Turkish, and Hausa on:

- NDIS Eligibility
- NDIS pre-planning and planning
- NDIS reviews and appeals



## Family Violence Workshop Program

The aim of this program which is funded by Women's Health West, is to generate awareness among women from CALD backgrounds around issues such as domestic violence, family law and healthy relationships; and build their confidence to deal with them.

The program promotes social and community inclusion through a series of workshops and recovery-focussed activities delivered in a culturally sensitive manner.

### Our Achievements

- Workshops for women of Karen, Chinese and Burmese communities
- Well-being activities to promote social and community inclusion

### Outcome

Feedback reported increased awareness of violence and abuse, and confidence to report it



## Our Projects

### NDIS Transition Support Project

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

The sessions assisted individuals and families to:

- Understand the NDIS and its eligibility requirements
- Access the NDIS
- Prepare for planning meetings with NDIA planners
- Link to community services and referrals
- Understand and assist with NDIS review and appeal

### We conducted



**120** one-on-one  
pre-planning sessions  
for **50** clients



**1** information session  
for **5** community members

### We produced NDIS videos

In Vietnamese and Mandarin on:

- Eligibility to access the NDIS
- NDIS Pre-Planning and Planning
- Plan Management
- Support Coordination
- NDIS Appeals



## NDIS Education Project – Information Linkages and Capacity Building

This three-year project for the NDIS began in March 2020 with the aim of building the capacity of people from CALD backgrounds to understand and access the NDIS.

ADEC is developing a series of workshops focussing on information about the NDIS, developing the digital literacy of participants and enabling them to mentor others in their community.

The first year of the project has been initiated in the Karen community.

### Key topics

- NDIS process and NDIA structure
- Australia's welfare system
- Digital literacy
- NDIS planning
- Services
- Managing an NDIS plan
- Privacy and complaints

### Our progress

We have:

- *Completed community consultations and advisory committee meetings*
- *Designed workshops that address the needs and concerns of the community*
- *Made appropriate language and cultural arrangements in our workshop design*





## Our Projects

### Karen Carers Well-being Project (Australia Post Community Grant)

The aim of this project was to build the capacity of carers from the Karen community to engage in physical exercise as a means of increasing their social participation.

**18** carers from Karen background participated in the project.

### Our Achievements

- 5 tennis sessions and 3 soccer skills sessions
- 13 online exercise sessions
- Connection to sport and recreation providers in local area
- Increased social interaction and participation
- Increased knowledge about the benefits of exercise
- Successful transition to online delivery due to pandemic
- Increased digital literacy of participants
- Online exercise sessions to manage stress and anxiety levels during lockdown





## Karen Well-Being Project (Department of the Premier)

This project is aimed at strengthening the capacity of Wyndham's Karen communities through capacity building workshops, recreational events, and a coordinated volunteer program for Karen Women.

The project will culminate in a celebration event for the broader Karen community.

### Our Achievements

 **16** Karen community members accessed capacity building workshops and recreational events

 **57** people from Karen background attended a Wrist Tying festival

### Key activities

- Yoga
- Arts and Crafts
- Cooking
- Dancing
- Wrist Tying festival
- End of year outing



## Our Projects

### Capacity Building Officers

Our Capacity Building Officers facilitate a range of projects and activities for people from CALD communities and people impacted by disability and/or mental ill-health.

They also develop relationships to upskill the disability and mental health sector to work with people from CALD backgrounds.

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### Key Areas of Capacity Building

- Mental health and self-care
- Family violence and creating respectful relationships
- NDIS
- Self-advocacy
- Education about Coronavirus

### Our Achievements

- Continued to work remotely under COVID-19 restrictions
- Developed successful partnerships with sector organisations such as Alfred Health, AMES, and City in the Community
- Delivered information sessions to CALD communities



## 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 and Wellbeing groups
- 2 Exercise groups
- 2 Disability groups

## Our Achievements

**38** groups

**849** members

**68** Home Care Package clients

**13** NDIS clients

**418** activities

**26,033** hours of support

## Partnership 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

### Safeguarding From Abuse – Part 2

This project was conducted during 2017–2018 with the aim of empowering members of CALD communities to be able to understand, identify, and report abuse.

The project was conducted again in 2019–2020 as a series of workshops comprising education sessions and refresher sessions for communities that had participated in well-being activities and in the earlier project.

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### Our Achievements

'Staying Connected' web series to view online on topics of:

- Family and domestic violence
- Self-care, skin care
- COVID-19

### Education resources

Branded items – cups and pens – to promote the messages and help participants start conversations when they are using the products in the community





## Women's Health West

This project aims at building capacity and awareness among the women from CALD backgrounds of the issues surrounding domestic violence, family law and healthy relationships, through a series of workshops.

The project also aims at promoting social and community inclusion of these women through recovery-focussed activities.

## Our Achievements

- 6** workshops attended by:
- 15** women of Chinese background
- 13** women of Karen background



Workshops are facilitated by women of the participants' culture and language

## Key topics and activities

- Family violence and types of abuse
- Support services
- Family law
- Cultural sensitivity
- Well-being arts and crafts activities
- Debriefing and referrals
- Discussions and feedback



## Where Next?

*The future is bright and our potential is endless...*

*With solid, thriving programs, our focus shifts to **extension***

### We will

- **Extend** our reach into the wider Metropolitan area and regional Victoria
- **Expand** ADEC services in response to our clients' current and future needs
- **Grow** our Werribee and Dandenong locations to meet demand for services
- Grasp every opportunity to **build** the capacity of our CALD communities



# ADEC Thanks You

ADEC Members	Department of Health and Human Services	Multicultural Centre for Women's Health
ADEC Volunteers	Department of Premier and Cabinet	National Disability Services
AL and RA Caputo	Department of Social Services	National Disability Insurance Agency
Alfred Health	Disability Services Commissioner	North East Healthy Communities
Association for Children with a Disability	Diversity and Disability	Office of Disability
Australia Post	DNV.GL	Office of Multicultural Affairs
Ax3 Partners	Dolphin Solutions	Purcell and Purcell Legal
Bank of Melbourne	Ethnic Communities Council of Victoria	Roctel
Before Creative	Exetel	Summerhill Crash Repairs
Brotherhood of St Laurence	Ford Australia	Women's Health West
Byways Conveyancing	Glowroom Studios	Wyndham City Council
Cameron Commercial Real Estate	IPC Health	Valid
Carers Victoria	LOTE Agency Mitcham	Victorian Equal Opportunity and Human Rights Commission
City of Casey	Mental Health Complaints Commissioner	Victoria Legal Aid
Collective of Self Help Groups	Merri Health	Victorian Multicultural Commission
Darebin City Council	Minuteman Press	WEST Justice
Dandenong City Council	My Aged Care	
Department of Health		

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