



ADEC

Annual Report
2022





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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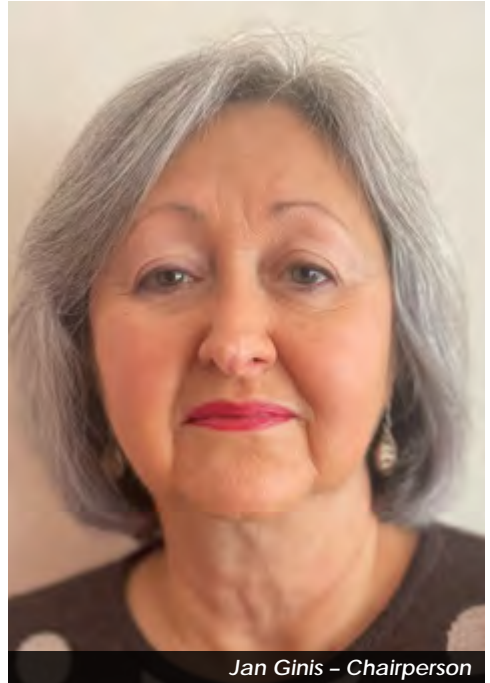
Message from our Chair

Post COVID Recovery – Challenges and Opportunities

As we enter a new phase of the COVID-19 pandemic with infection and hospitalisation statistics finally trending downwards, it is time to take stock and look to the future – with optimism.

The last year has been challenging for ADEC on several fronts: temporary office closures negatively impacted service delivery; we had to adjust quickly how we interacted with our clients; maintaining services and social connectedness became increasingly challenging; the recruitment pool of suitable staff shrank noticeably.

We have worked hard to find a balance between delivering services remotely and from office sites, and while we have accepted that hybrid work arrangements will be our future we also recognise



Jan Ginis – Chairperson

the advantages of physical connection in the workplace over management by virtual media.

We have launched a big recruitment drive to fill vacant key positions and we are confident that we are on the way to recruiting and retaining a well-trained and

productive work force that can meet the changing needs of the organisation.

On the business front, growth of revenue in fee for service areas has certainly been affected by COVID and we restructured our organisation to place client-facing programs under a Chief Operating Officer for more effective service delivery. The Board and Management team will meet in the next few months to review our Strategic Plan against future requirements, and to consider opportunities for organisational and expansion into new areas with an emphasis on collaboration with other like-minded organisations to enhance the quality of disability and aged care services.

I would like to thank our Board members: Phillip Bain (Vice Chairperson), Gillian Meakin (Treasurer), Joan Cooney, Hua Cao and Jimmy Jacobs.

Your collective experience in finance, disability and health care has helped to guide ADEC through challenging times. A special thanks to our previous Chairperson Dr. Sophie Holmes who has made an invaluable contribution to ADEC and whose counsel and dedication we will miss, but we look forward to your future return.

Our sincere thanks to Melissa Elston for guiding the organisation during uncertain times and having a clear view of what can be achieved in the future, and to her managers and staff for their flexibility and commitment to providing high quality care to our clients and their families.

Jan Ginis
Chairperson ADEC

Executive Director's Message

The challenge we faced last year of delivering our services remotely during the worst of the pandemic has been replaced by the twin challenges of migrating back to our office sites, and living and working with COVID in the long term.

ADEC has met these challenges by adopting a model of remote and office-based service delivery and this has helped us to: regain contact with our clients and resume full services; restore our teams and teamwork under the new hybrid working conditions; to regain the momentum of growth that we lost during the long lockdown; and to re-establish our collaboration with fellow service providers.

As we emerge from COVID we are set to resume the expansion of our Aged Care and CHSP services, and push forward our plans for development in the East. Our community projects are making the most of opportunities to recover lost ground with projects around health and wellbeing, lifestyle and healthy living, and family violence. The strength and resilience that ADEC has shown during the pandemic will stand us in good stead as we move forward into 2023.



Melissa Elston – Executive Director

I thank the ADEC Board of Management for their encouragement and support through a difficult time, and my staff for their dedication to ADEC's mission and the clients we support.

I look forward to meeting the challenges and seizing the opportunities of the coming year, doing the things we love for the communities we care about.

Melissa Elston
Executive Director

Treasurer's Report

It is my pleasure to present the Annual Financial Report for 2021–2022 on behalf of the Board of Management of ADEC.

Total revenue from provision of services declined over the year as a direct result of COVID by 3.6% to \$2.8M, mainly in Home Care Packages and NDIS Plan Management. However, Government funding increased marginally and grant funding remained steady.

COVID disrupted activities in our Social Support Groups and Capacity Building programs and we closed the Support Coordination program after reviewing its performance last year, all of which reduced expenditure in these areas.

The decline in revenue was balanced overall by reductions in expenditure to deliver a surplus for the 2021–2022 financial year of \$0.135M against a budgeted surplus of \$0.146M.



Gillian Meakin – Treasurer

Constant scrutiny of income and expenditure by the Board and Management are reflected in our recent successful financial audit, full details of which can be found on the ADEC website.

Gillian Meakin
Treasurer

Disability Ambassador's Message

It has been a pleasure to continue my outreach work as ADEC's disability ambassador this year.

I am extremely passionate about advocating, supporting and speaking up for rights related for people with a disability. I also believe people with a disability within our ethnic communities can have a voice and I am able to encourage this process.

ADEC offers many programs, projects and planned group activities that promote inclusion, independence and empowerment.

I am so grateful to work alongside extremely passionate staff that deeply care about diversity and equal rights and access for everyone.

As most of us are aware regarding Covid restrictions, ADEC is once again open to show and give support for families and people with a disability.



Effie Meehan – ADEC Disability Ambassador

We've also been able to explore connections and discuss ways in which we can advocate for our ethnic communities together and find even better ways to empower people living with a disability.

I look forward to making even more new connections and forming new partnerships in the coming year.

Effie Meehan
ADEC Disability Ambassador

Our Work

All people with disability are individuals who have the inherent right to respect for their human worth and dignity.

About Our Clients



1628 clients



799 new clients



82 nationalities



46,649.26 hours of support

About Our Staff



185 staff



46 languages



38 countries





Our Services

NDIS Support Unit

The NDIS Support Unit is taking the challenges of COVID-19 and using them as opportunities for development and growth.

More than ever, it is essential that we deliver a quality service tailored to the needs of NDIS participants through our programs:

- Disability Support
- Plan Management
- NDIS Appeals

Disability Support



We delivered almost
13,000 hours
of support



to **65** NDIS
participants

“ADEC did an amazing job to organise Disability Support services on short notice. I was impressed with the prompt response.”



💬 *My Plan Manager has been very professional and helpful. She always helps me with all my needs. She is very friendly and welcoming. It's always nice to have a chat with her.* ”

Plan Management



We managed the plans of **427** NDIS participants



and processed **27,721** invoices for services

NDIS Appeals



We supported **51** clients to appeal NDIS decisions



This entailed over **1200** hours of support work

💬 *The Appeals team was very supportive through some very stressful times.*

They always gave time to listen to me and answer my questions. ”



Our Services

Aged Care

ADEC has achieved a reputation as an excellent provider of Home Care Package and CHSP support, particularly for people from culturally and linguistically diverse backgrounds.

We provide exceptional home care supports to people over the age of 65 and assist them to live independently in their own home.

We Supported

138 clients with Home Care Packages from **Level 1 to Level 4**, to access:



Domestic Assistance



Personal Care



Community Access



Home Maintenance support



Equipment support

We Facilitated



228 hours of Specialised Support Services for **132** CHSP clients



425 hours of Transport Services support for **99** CHSP clients



Support Workers

Our team has been steadily growing over the last year and we now regularly roster 60 support workers to support ADEC clients with NDIS and Aged Care packages.

Our tried and proven process of matching our support workers, many of whom are bi-lingual, with a client ensures a supportive and caring working relationship between them.


Our Support Workers

 Speak **37** languages

Provide:

-  Personal Care
-  In home respite
-  Community access
-  Domestic assistance
-  Skill development

We Delivered

 **11,884** hours of support to **57** NDIS participants in the Disability Support program

 **4,956** hours of support to **52** Aged Care clients with Home Care Packages



Our Services

Advocacy Support

The ADEC Advocacy Support program supports clients to:

- Know and understand their rights
- Access the information and services they need
- Advocate on their own behalf

We Facilitated



10 presentations to community groups



17 submissions to the Disability Royal Commission



50 clients to access Centrelink and other finance benefits



20 networking meetings each month

💡 Dear Celeste, I just want to give feedback on how positive your support has been. It has helped me to be clear in my understanding, have confidence in what I have needed to do, and make decisions based on knowledge rather than worry. I thank you for getting back on my queries and really addressing them, which has been helpful to clarify things. For me, it has been a healing process as well. Thank you. Kind regards, Anne 💡



Our Achievements

We supported 300 clients:



40 different
cultural backgrounds



39 to access NDIS



10 with guardianship and
financial management issues



15 with Administrative
Appeals Tribunals



30 to access public housing



5 with education and
employment issues



201 other advocacy issues



Our Services

Social Support Groups

ADEC's Social Support Groups program supports over 500 carers, as well as individuals with high needs and people living with mental health challenges and/or disabilities.

The purpose of the program is to allow these clients to socially connect with others who are in similar circumstances for support and companionship.

We offer:

- 16** Carers Social Support groups
- 12** High Needs groups
- 4** Mental Health and Wellbeing groups

💡💡 We want to thank ADEC and Marian for all the wonderful effort and work that is done to organise the excellent trips and activities, such as the one to Phillip Island. We are really looking forward to more retreats/ camp outings in the future. 💡💡



💡💡 I joined the ADEC social support group activities a few years ago, this is my first time going somewhere overnight for an outing. ADEC has left me with a very good impression of social services in Australia and I will never forget these experiences. 💡💡

Chinese Client

Our Achievements 🏆

32 groups

587 members

74 Home Care Package clients

428 activities

21,335 hours of support

Partnership Activities 🤝

In partnership with Capacity Building Projects we also offered:

- Outings around Melbourne
- Eight 3-day camps in Melbourne and Phillip Island
- Special day Celebrations

💡💡 Feeling blessed to be part of this caring group and ADEC is such a wonderful organisation. 💡💡

Arabic Clients



Capacity building

Capacity Building Officers

Our Capacity Building Officers (CBOs) 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.

Key Areas

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

Our Achievements



Despite COVID, continued to deliver information sessions to CALD communities



Worked remotely under COVID-19 restrictions and returned to office as restrictions eased



ArtAbility

With funding from Darebin City Council, ADEC has supported 30 artists with a disability, and families and carers from CALD communities to stay connected through art therapy workshops.

Our Achievements



Co-design workshop with artists to develop the theme



62 workshops delivered



2 Exhibitions



12 art therapy sessions based on the theme of 'Staying Connected'



Face to face and virtual delivery

Feedback

- Participants really enjoyed getting to know one another through making art together
- Artists said that the sessions improved their mood
- Participant said that she felt more connected and ArtAbility helped her transition out of the lockdowns



Capacity building

NDIS Transition Support Project

With continued funding from the Victorian Department of Families, Fairness and Housing, this project supports people who live with disability, their carers and families from CALD communities to understand and transition to the NDIS.

We



Supported **584** people who live with a disability



Conducted **1259** planning sessions

We produced NDIS videos

In:

- Arabic
- English
- Karen
- Dari
- Turkish
- Hausa

On:

- NDIS eligibility
- NDIS pre-planning and NDIS planning
- NDIS reviews and appeal



Family Violence Workshop Program

This workshops-based project was funded by GenWest to build capacity and awareness among women from CALD backgrounds on issues surrounding domestic violence, family law and healthy relationships.

Workshops

Subjects included:

- Financial wellbeing
- Healthy relationships
- Family law
- Mindfulness activities such as yoga and meditation
- Gambling Harm information sessions

Outcome

Delivered project:

- through **8** workshops
- to **27** participants
- from Vietnamese and Karen communities

Feedback reported:

- increased awareness of violence and abuse, and
- the confidence to report it



Capacity building

NDIS Education Project



The project delivers workshops so that people with disability and their families from culturally and linguistically diverse (CALD) communities are better informed about the NDIS.

Workshops

- Provide NDIS information to participants, their family members, community leaders and other significant people in the community
- Build their skills and confidence to mentor and support others in their community

Our Achievements

 **3** workshops delivered to **25** people

 I learnt more in one session than over the past two years on the NDIS dealing with the same provider of plan management. 



Women's Health West

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

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

Our Achievements



6 workshops facilitated by women of the participants' culture and language

Workshops attended by:



15 women of Chinese background



13 women of Karen background

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



Capacity building

Sustainable Living Project

This ADEC-funded project assisted to build and develop knowledge and awareness among CALD communities of the importance of practising a sustainable lifestyle, and how they can incorporate that into their day everyday life.

Our Achievements

Delivered project to:



53 participants from
Iraqi and Chinese
community groups

Outcomes

Participants learned about:



sustainable living



reducing waste



reusing waste



recycling



Healthy Lifestyle Project

Another ADEC-funded project delivered to an Indian men's community group, providing education on men's health and wellbeing.

Our Achievements

Delivered:



the project to **40** men from an Indian community group



sessions on mental health, elder abuse, diabetes, healthy eating, stroke and wellbeing



a physical activity program and cricket matches

Outcome

- Better understanding overall of mental health and wellbeing
- Community very engaged in the topics and were very happy with the learning outcomes and knowledge from the project





Capacity building

Self-Care Project

Funded by ADEC, the ‘Self-Care’ project provided participants with tools and strategies to care for themselves and enhance their wellbeing.

Our Achievements

Project delivered:



15 workshops



114 participants from Karen, Karenni, Turkish, Chinese and Arabic communities

Sessions included



Skin care



Nail care



Hair care



Makeup



Meditation and mindfulness



Social Recreational Camp

We gave clients living with a disability and their carers, the opportunity to embark on a 3-day social/recreational camp to Phillip Island.

Our Achievements



20 participants
attended the camp



From Karen and
Karenni communities

Program included



Penguin Parade



Churchill Farm



Phillip Island
Chocolate Factory



Pyramid Rock



Capacity building

Simple First-Aid Awareness

This ADEC-funded project delivered health education workshops surrounding common household injuries, life-threatening medical conditions, and chronic health conditions.

Our Achievements



6 workshops



Over **50** participants from Turkish, Karenni, Karen, and Chinese community groups

Participants Gained



improved First Aid knowledge and responses to everyday injuries



increased understanding on seeking professional help in an emergency



improved knowledge on chronic health conditions



wellbeing knowledge to care for oneself



Where Next?

The challenge ahead of us...

*To **regain** the momentum of growth and service delivery to our clients that were affected by COVID*

We will

Restore

- the full productivity of our teams and their teamwork...
- ...under hybrid working arrangements from home and in our offices

Resume

- the expansion of our Aged Care and NDIS programs
- and the development and extension of our services in the East



ADEC Thanks You

- ADEC Volunteers
- Aged Care Quality and Safety Commission
- AL and RA Caputo
- Ames Australia
- ArtAbility Artists
- Ax3 Partners
- Bank of Melbourne
- Brotherhood of St Laurence
- Cameron Commercial Real Estate
- Carers Victoria
- Darebin City Council
- Dandenong City Council
- Department of Families, Fairness and Housing
- Department of Health
- Department of Social Services
- Destra Law
- Disability Services Commissioner
- DNV
- Dolphin Solutions
- Endeavour Hills Leisure Centre YMCA
- Ethnic Communities Council of Victoria
- Foundation House
- GenWest
- IPC Health
- Life Skills Group
- Melton City Council



- Mental Health Complaints Commissioner
- Merri Health
- Minuteman Press
- My Aged Care
- Multicultural Centre for Women's Health
- National Disability Services
- National Disability Insurance Agency
- NDIS Quality and Safeguards Commission
- North East Healthy Communities
- Office of Disability
- Office of Multicultural Affairs
- Purcell and Purcell Legal
- Preston Toyota
- Roctel
- Summerhill Crash Repairs
- Wyndham City Council
- Victorian Chambers of Commerce and Industry
- Victorian Equal Opportunity and Human Rights Commission
- Victoria Legal Aid
- Victorian Multicultural Commission
- Warringa Park School
- WEST Justice

Action on Disability within Ethnic Communities Inc.

Head Office: 175 Plenty Road, Preston, VIC 3072

Werribee: 4a Watton Street, Werribee, VIC 3030

Dandenong: Suite 1, 50 Thomas Street, Dandenong, VIC 3175

Telephone: (03) 9480 7000

Toll Free: 1800 626 078

Email: info@adec.org.au

Web: www.adec.org.au

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