

ADEC

Annual Report
2023





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 culturally diverse 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

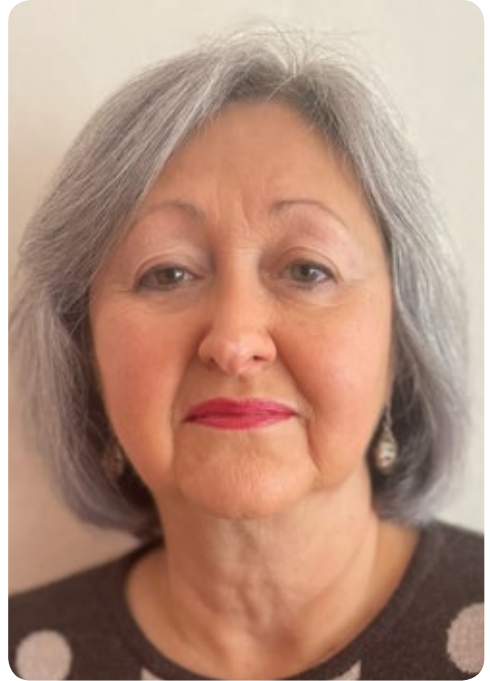
New Beginnings

This year has seen significant changes for ADEC. After 17 years at our Preston office, we have relocated to a newly built office in South Morang. We look forward to providing services to the rapidly growing migrant communities in the area, while continuing to maintain the same level of service to our existing clients.

In November 2022 the Managers and Board reviewed the Strategic Plan and set the priorities for the organisation. It is an ambitious plan of growth but it was pleasing to see that our ideas were well aligned in terms of the direction we want for the organisation.

Our Marketing strategy is well underway and we have a new logo.

It has proven to be more difficult than we thought it would be to settle our working practices after the long disruption of COVID. Many of our clients are still hesitant about



moving freely outside their homes and receiving outside visitors.

Recruiting and retaining qualified staff also continues to be a challenge and we will be looking at ways to improve our processes in this area.

The Royal Commission into Aged Care has instigated much-needed reforms in a number of areas and

has resulted in changes to how both staff and Board members are trained and accountable for the quality of care we provide. We are committed to becoming better informed in this area and have attended a number of training sessions.

We are also in the process of setting up a Client Advisory Committee to collaborate on decisions and ensure we are responsive to our clients' needs.

After eight years in the role of Executive Director, we will farewell Melissa Elston. We thank her for her hard work and dedication to ADEC and wish her every success for the future.

We will welcome a new ED, Paula Trood, in July. Paula will come to us with a wealth of experience and we look forward to working with her to improve and expand our services.

Over the last year, we have farewelled two board members, Gillian Meakin and Jimmy Jacob. We thank them for their



contributions. We also welcomed two new members to the Board – Maiken Hansen and Jenny Semple.

I'd like to thank my fellow Board members for their support: Phillip Bain (Deputy Chair), Joan Cooney (Secretary), Geoff Rowe (Treasurer) and Hua Cao.

We look forward to a year of growth and expansion.

Jan Ginis
Chairperson ADEC

Executive Director's Message

It is with a heavy heart and great pride that I write this, my last annual report as Executive Director for ADEC.

Early in 2023, I made the decision that after 16 years with the Association it is time for me to move on. Over that time, and despite the many trials and challenges we have faced, the organisation has achieved so much. The last three years in particular have been challenging for all Victorians, but it is evident that we are now seeing light at the end of the tunnel and our communities are starting to adjust and reconnect.

It is wonderful to see how important a part ADEC has played in that reconnection over the last 12 months; to see our programs grow and the people we support, thrive.

Now is the right time to refresh our objectives and our approach, and launch ADEC into the future.



I want to thank the Chair and Board for their support, Effie Meehan for continuing to uphold the organisation and the communities we serve, and the wonderful ADEC team for their relentless commitment and dedication to our clients.

Melissa Elston
Executive Director

Treasurer's Report

It is my pleasure to present the Annual Financial Report for 2022–2023 on behalf of the Board of Management of ADEC.

Total revenue from provision of services decreased by 1.6% to \$2.9M in the past financial year, mainly in Home Care Packages and Disability Support Program, as a direct result of COVID.

Government funding increased significantly by 11% from additional funding received for our Disability Support, Groups and Advocacy programs, against a corresponding rise in program expenditures to support the increased activities. The cost of remuneration remained steady as our main operating cost.

The 2022-2023 financial year produced a surplus of \$253K against a budgeted loss of \$210K, the difference arising from the increased government funding described above.



Constant scrutiny of income and expenditure by the Board and by Management is reflected in our recent successful financial audit; full details of which can be found on the ADEC website and the ACNC website in due course.

Geoff Rowe
Treasurer

Disability Ambassador's Message

My role as the ADEC Disability Ambassador is an immensely rewarding experience.

I established ADEC over 40 years ago and am very proud of the amazing work of this team of dedicated individuals who support the most vulnerable of our community and promote their independence, inclusion and empowerment.

I can express my passion for championing the rights of individuals with disabilities, particularly those from diverse culturally diverse backgrounds, through speaking engagements such as co-hosting with Darebin Council 'The Disability World Café' – a social support group run by and for people with disabilities.



I look forward eagerly to the opportunities of making new connections and the prospect of forging fresh partnerships in the coming year.

Effie Meehan
ADEC Disability Ambassador

Our Work

All people with disability have the same right as other members of society to participate in the decisions that affect their lives.

Our Clients



1557
clients



427
new clients



87
returning clients



73
nationalities



40,000
hours of support

Our Staff



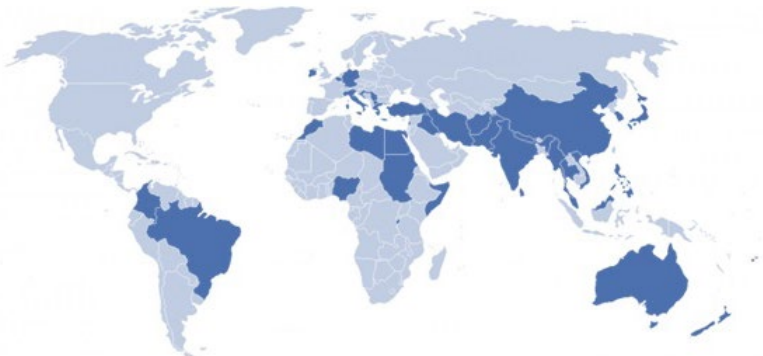
176 staff



33 languages



26 countries





Our Services

Care Coordination

The Care Coordination Unit manages a team of support workers who provide personal care, community access and domestic assistance for several ADEC disability support programs – NDIS, Aged Care, Disability Support and Commonwealth Home Support Program (CHSP).

We supported


 More than **100** clients

With

 **62** support workers

 speaking **36** languages


Across


 The northern, western and eastern metro regions

We facilitated

 **11,858** hours of support to **39** Disability Support clients

 **5,672** hours of support to **60** My Aged Care clients

 **117** hours of Continuity of Support

 **298** hours of support to CHSP clients



NDIS Plan Management

We have streamlined our service to clients and have reduced invoice processing times from 7-10 days to 3-5 days.



We managed the plans of **472** NDIS participants



Processed **42,253** invoices

The NDIS Appeals Program





Assisted **93** people with a disability to appeal NDIS decisions that affect their NDIS packages and supports





Completed more than **3400** interactions with clients

Feedback

 *Michael is a wonderful person to have on your team. He is always professional and often goes above and beyond. He is a wonderful asset. *

Feedback

 *Hi Mina. Thank you very much for fighting so hard for me. It still hasn't really sunk in that it's over and I won. *



Our Services

Advocacy Support

The ADEC Advocacy program supports clients to:

- Know and understand their rights and entitlements.
- Access the information and services they require.
- Advocate on their own behalf.



We supported 260 clients from 25 different cultural backgrounds

We facilitated



8 presentations to community groups



7 submissions to the Disability Royal Commission



20 network meetings



10 Self-Advocacy information sessions



We built partnerships and worked with

- The NDIA to work on a culturally diverse Strategy and Action Plan
- The Banyule Disability Panel of Experts
- The Victorian Election Commission Electoral Advisory Group



A Client's Feedback

💡 Hi Faith and team at ADEC

Thank you so much for helping our family when we needed support throughout the journey of resettling in Australia. Your kindness, support and knowledge of advocacy has been greatly appreciated by me and my parents and sisters.

Thank you for being patient with us, for listening to our long conversations, thank you for your time calling us individually and sharing your knowledge and referrals where needed.

You guys are a one-stop shop for advocacy to employment support, aged care and more. We have chosen ADEC as my dad's aged care provider.

Thank you once again to the entire team at ADEC.

Best regards

Hosnia 💡



Our Services

Social Support Groups


The purpose of the Social Support Groups program is to increase participants' knowledge of the support services that are available to them, to reduce their social isolation, and to connect them to their communities.



Groups are language-specific and are supported by bi-lingual facilitators. They meet once a month to offer their members information, education, peer support and recreational activities.

We delivered

 **16,000** hours of supported activity

 For **481** participants

 Through **269** group sessions

 *Feeling blessed to be part of this caring group and ADEC is such a wonderful organisation. They always ask what we need and take action to give us what is required in activities.* 



Activities included

- Day trips as far afield as Lorne and Daylesford
- A camp at Williamstown
- Cross-cultural activities between groups
- Starting a new Vietnamese Group in the West





Our Services






Aged Care

ADEC has a reputation as an excellent provider of Home Care Packages and CHSP support for Aged Care participants, especially amongst people from culturally and linguistically diverse backgrounds.

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




We supported

181 Home Care Package clients from **Level 1 to Level 4** in:


-  Domestic Assistance
-  Personal Care
-  Community Access
-  Home Maintenance support
-  Equipment support

We facilitated

265 hours of CHSP support in:

-  Specialised Support Services
-  Personal Care
-  Domestic Assistance

and

 **1947** Transport journeys for **93** CHSP clients



Client Feedback

💛💛 I am so happy with Lakhveer as my Aged Care Case Manager. She is so lovely, so concerned about my husband and I.

She is very gentle with me on the phone and is always very helpful. I am so lucky to have her helping me with all the things I need and attending to my requests promptly.

I have recommended ADEC to many of my friends and will continue to do so because they are so helpful and good at what they do.💛💛

💛💛 I and my wife strongly appreciate the work of case manager Roshani.

For her sincerity in her work and the good service she does, in addition to her wisdom, all we can say is that Roshani is a good person.

She is different and a good face of ADEC.💛💛



Capacity Building

Capacity Building Officers

Our Capacity Building Officers (CBOs) support culturally diverse communities and key stakeholders to identify pathways to NDIS Transition Services and Flexible Support Services, through projects and activities based on community needs, consultation and inter-agency networking.

Core Project Areas

- Sustainable Living
- Women's Physical and Mental Health
- NDIS Transition and Education
- Self-Advocacy
- Healthy Relationships
- Family Violence

We supported



94 Transition Support clients



20 Flexible Service Response clients

Future Plans

- Grow community partnerships
- Identify barriers
- Project consultation and co-design



Women of Colour Project

The program was funded by the Department of Health to use sport and physical activity to support women from culturally diverse backgrounds to be happier and healthier, to reduce their social isolation, to improve wellbeing and to increase their confidence.

We facilitated

24 program activities including:



• Swimming



• Yoga



• Zumba

• Tennis



• Pilates

• Latin Fit



• Self Defence

For **302** participants

Feedback

“Before I came to this group, I didn't know anyone or anything to do. Now I can ring any lady from here when I have a question, need help or want to talk, they are like family and community.”

“I feel more confident that I protect myself when I walk home from work.”



Capacity Building

NDIS Education Project

A workshop using simple language and a slideshow explained the NDIA structure and the NDIS process to people with a disability from culturally and linguistically diverse communities, and their families.

We facilitated



1 workshop for
8 participants

- NDIS information update
- Discussions around choice
- What help is available and where to find it
- Sharing experiences in a safe space
- Building confidence to apply for NDIS

Feedback

👂👂 NDIS can be a very scary thought, but hopefully these sessions and knowing who to contact can help.👂👂

👂👂 Feeling empowered and in a better position to be able to question things that do not seem quite right.👂👂



Healthy Relationships

Funded by Women's Health West, these workshops aim to empower women and their families to self-advocate, and to develop confidence and awareness regarding family violence and healthy relationships.

The workshops consist of wellness sessions, information sessions and Creative Art Therapy.

We facilitated



3 projects for
60 participants from:

- The Iraqi Community
- The Vietnamese Community
- The Active Mommies Group

This a co-design success – community hubs are requesting additional programs at various sites and for specific culturally diverse groups

Feedback

“I have been suffering from spinal cord injury pain for ages. With the dedicated instructions from my Yoga teacher, my pain was reduced after only one session. Thank you ADEC to organise this project for us.”

“Even the doctors they don't give that insightful information.”



Capacity Building


Sustainable Living

Funding by Melton City Council enabled us to conduct workshops with education sessions around sustainability, impacts on the environment, and ways to improve quality of life.

Participants learned how to make

- Easy Do-it-Yourself Air Freshener
- Homemade moisturising hand soap
- Homemade bees wax candles
- Homemade laundry detergent

And received education in

-  Contamination of general waste
-  Reuse + Reduce + Recycling
-  Garden compost and worm farming



ArtAbility

Darebin Council is funding ADEC to facilitate ArtAbility following the huge success of previous workshops and art exhibitions.

ArtAbility enables artists with a disability from culturally diverse communities, and families and carers to express, and tell a story through art.

ArtAbility

- Provides a safe space to express and engage
- Builds new connections
- Improves mental health and well being
- Offers artists a place to share and learn new skills with like-minded artists

Future Plans

-  Facilitate **4** projects within **4** terms across Darebin
-  Co-design and plan a new exhibition

👤 I found I could say things with colour and shapes that I couldn't say any other way – things I had no words for. 🗨️

George O'Keeffe



The Future

In 2023, the ADEC Board approved a new brand and marketing strategy to support our strategic goals. This exciting new approach is poised to underpin the expansion of our services in the aged and disability sectors, concurrently reinforcing our commitment to advocacy and community support.

The year 2023 marks a period of many new beginnings for ADEC.

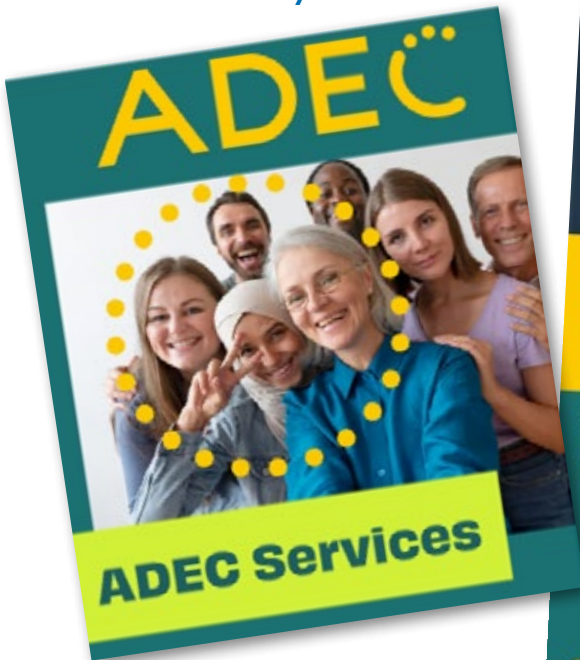
Starting from the appointment of a new Executive Director at the helm who brings a fresh vision and a strong commitment to growth, a new corporate headquarters

in South Morang to facilitate and support this growth, and the unveiling of a fresh new visual identity to better reflect the new phase of ADEC.

Our unwavering dedication to empowering individuals from diverse backgrounds, championing the cause of equality, and nurturing community cohesion—a mission we have diligently pursued for over four decades—remains steadfast. To realise these objectives, we are committed to cultivating and maintaining relationships with vital stakeholders and forging robust, mutually beneficial partnerships that benefit both the community and our organisation.

GROWTH

Sneak peek of our
new visual identity:





ADEC Thanks You

- ADEC Volunteers
- Aged Care Quality and Safety Commission
- AG Casey Real Estate
- AL Caputo
- Ames Australia
- Annecto
- ArtAbility Artists
- Ax3 Partners
- Bank of Melbourne
- Brotherhood of St Laurence
- 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
- Ethnic Communities Council of Victoria
- Foundation House
- Gen West
- Greenstaff Home Care
- IPC Health
- La Trobe University
- Life Skills Group
- Melton City Council
- Mental Health Complaints Commissioner



- Merri Health
- MiCare
- 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
- Royal Melbourne Institute of Technology
- Services Australia
- SME Growth Services
- Strata Property Management
- Summerhill Crash Repairs
- The Growth Activists
- WIRE
- Wyndham City Council
- Victorian Chambers of Commerce and Industry
- Victorian Equal Opportunity and Human Rights Commission
- Victoria Legal Aid
- Victoria University
- Victorian Multicultural Commission
- Warringa Park School
- WEST Justice

Action on Disability within Ethnic Communities Inc.

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