



ADEC

Annual Report 2021



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

Delivering Culturally Safe Care and Support Services in Times of Uncertainty

The optimism and confidence of pre-COVID ADEC has been really tested in 2021.

The challenges of providing high quality services to our clients have demanded a great deal of wise decision-making from our staff, management and Board, and although some of our plans are on hold, the remarkable achievement is that ADEC's overall growth trajectory has continued. In January 2020 we never imagined how adept we would become at rearranging processes and working remotely, while delivering Advocacy, care and support services, and developing innovative special projects.

But we know the stakes are high. The impact of COVID lockdown has emphasised the increased needs of our most vulnerable clients for culturally safe health



Sophie Holmes – Chairperson

practices, and of our staff for social and emotional connections. Every board meeting had unexpected challenges and we have concentrated on balancing immediate concerns such as the unfolding urgency for vaccination against the potential requirements of future scenarios. In this context we have invested heavily in

staff development, particularly in training on flexible and wise leadership and followership in times of uncertainty.

Above all, we recognize that we are finding our way through these uncertain and challenging times together; clients and staff are a community who collaborate to deliver services that support diversity and autonomy, and provide culturally safe care.

The wellbeing and morale of our staff and management are vital elements and it is heart-warming as I think about the creativity of the ideas which have emerged from our conversations. We will recall vividly the challenges of 'The time of the Pandemic', but we will also take pride in the fact that ADEC has expanded its services, developed new programs and successfully created a hybrid of office and remote working environments, while maintaining services of quality and cultural safety.

This year the board integrated three new members Gillian Meakin, Jimmy Jacobs and Phillip Bain, adding to our team of Jan Ginis, Joan Cooney and Hua Cao. Thank you Board members for all your fine work and for bringing your ideas and experiences to our collaborative decision making.

Our sincerest thanks to Melissa Elston and to her managers and staff, for they are directly responsible for the quality of ADEC's outcomes and good standing in the community.

Thank you for working so faithfully, for being creative and flexible without compromising the excellence of what you do, and for the care and empathy you have for our vulnerable clients.

Dr Sophie Holmes
Chairperson ADEC

Executive Director's Message

The challenges of the pandemic continued this year and our remote service delivery model was not the temporary measure we hoped it would be.

COVID is set to be with us in the long term and we have realigned our programs to continue uninterrupted services under all foreseeable conditions into the future, including the focus of our community projects to areas of physical health, first aid and vaccination awareness to ensure our vulnerable communities are up-to-date with all vital information.

Our programs continue to be successful as the ADEC brand and reputation spread throughout Victoria and I am proud of the strength and resilience ADEC has shown in focussing on our expansion into new areas. We have established a base in Geelong and we see the potential for another in Melton and we look forward to growing our presence in collaboration with like-minded organisations.

I thank the ADEC Board of Management for their wise counsel and commitment to



Melissa Elston – Executive Director

the organisation, and my staff for their exceptional work and dedication to ADEC's mission and the clients we support. Their work is inspirational and I extend my heartfelt appreciation to every one of them.

I look forward to another successful 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 2020–2021 on behalf of the Board of Management of ADEC.

The past financial year saw a rise of 5% in revenue from provision of services, taking the total revenue to over \$3.5M. Government funding increased slightly and grant funding remained high.

The strongest growth has again been in the Fees for Service area, in particular Home Care Packages and Plan Management. However, NDIS Support Coordination activity remained static and the service is under review.

COVID-19 has resulted in dislocation to many of our programs and limited or suspended some activities in Social Support Groups and Capacity Building, reducing expenditure in this area.

The engagement of experienced staff has increased the overall cost of remuneration by 14% but we regard this as a necessary and worthwhile investment in our workforce.



Gillian Meakin – Treasurer

We project a surplus for the 2020–2021 financial year of \$0.622M against a budgeted surplus of \$0.492M, the difference arising from the increased fee-for-service income described above. There will be no Rollovers into the 2021–2022 financial year as funds are now represented as Grants in Advance.

The independent Auditor's report is lodged on the ADEC website.

Gillian Meakin
Treasurer

Disability Ambassador's Message

The role of Disability Ambassador is very rewarding for me. It gives me the opportunity to do the work I am passionate about – to meet with organisations like ADEC and advocate for our ethnic communities on important issues around disability and barriers to services.

The COVID restrictions of the past year have presented many personal challenges to me in carrying out my program of face-to-face meetings and visits, and to our clients and their families and carers from ethnic backgrounds in being isolated from some of the supports they need.

Despite these difficulties, I have been able to connect with many organisations and individuals to promote our capacity building programs for emerging communities, and the other services we provide. I have been very encouraged by the responses



Effie Meehan – ADEC Disability Ambassador

I have received, which have been just as strong as in previous years, and I look forward to pursuing new connections and partnerships when we come out from under the cloud of COVID.

Effie Meehan
ADEC Disability Ambassador

Our Work

Diversity and equal rights and access for all is at the heart of what we do. ADEC does this by building the capacity of people, through programs, projects and planned activities that promote inclusion, independence and empowerment.

About Our Clients



2,998 clients



1611 new clients



100 nationalities



78,685
hours of support

About Our Staff



119 staff



49 languages



37 countries





Our Services

NDIS Support Unit

ADEC's NDIS unit provided services to NDIS participants in:

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

Our services are person-centred and we act with cultural sensitivity. We understand that the NDIS can be confusing and we are here to walk with you through your NDIS journey.

We Facilitated



Virtual client supports during COVID-19 lockdowns



Supported **334** clients from **64** different cultural backgrounds to understand the NDIS



Our Achievements

Support Coordination

266 

participants supported

7,537 

hours of support provided

Appeals

68 

participants supported

496 

hours of support provided

Disability Support

72 

participants supported

12,553 

hours of support provided

Plan Management

368 

participants supported

40,000 

products and services facilitated



Our Services

Aged Care


ADEC has achieved an excellent reputation as a CHSP and Home Care Package provider, 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 homes.

The Aged Care Team provides highly-skilled staff and flexible services that can easily adapt to clients' changing needs and individual circumstances.

We adhere to the Aged Care Quality Standards and ensure that privacy and dignity are maintained for all the clients we support.

Specialised Support Service

 ADEC's Specialised Support Service continues to provide the bridge for vulnerable and isolated community members who do not have a Home Care Package, to access CHSP services to remain living at home.




Our Achievements


- Supported **138** Home Care clients with Domestic Assistance, Personal Care, Community Access, Home Maintenance and Equipment
- Supported **93** Specialised Support Service clients to access CHSP supports to continue living independently in their home

We Facilitated


- Home Care Package supports in **19** different languages
- CHSP Supports in **14** different languages


Testimonials

 *Marlene and I thank you and ADEC for looking after Mum's affairs.*

Thanks heaps, you made life easier for us. Most appreciated. 

Hosni

 *Thanks Penny. Now you can learn an Arabic word: **Habibi** means my love.*

That means I love you and I mean it although I didn't see you. 

Fathia



Our Services

Support Workers Program

At ADEC we pride ourselves on providing skilled bilingual support staff to meet the individual needs of our Aged Care and NDIS clients.

Our Support Workers Program delivers exceptional assistance to clients both in their home and out in the community – safe, confidential, day-to-day support.

“ My support worker is polite, understanding, kind, respectful and supportive of my needs and decision making. ”

**Disability
Support client**




“ Highly satisfied with support worker Edward regarding his communication and rapport building skills. ”

**Disability
Support client**





Our Achievements

 Our **58** Support Workers speak **27** languages

They assisted clients with

7,345 
hours of Aged Care support

13,781 
hours of Disability Support

We Facilitated

-  Personal care services
-  In-home respite
-  Community access support
-  Domestic assistance
-  Skills development support

FOR

66 Disability Support clients

61 Aged Care clients



Our Services

Advocacy Support

ADEC's Advocacy program continues to support individuals and their family members to understand their rights, to access relevant support services and to advocate for themselves.

Our advocates work closely with clients to increase their skills and knowledge to identify their needs, and set individual goals to achieve their desired outcomes.


Flexible Service Response Program (FSR)


ADEC Advocates assisted people under the age of 65 who were ineligible for NDIS supports, to access the community services that support them to live independently at home.




Our Achievements


 **212** clients supported
from **50** different cultural
backgrounds


 **33** clients to access
Centrelink income
support payments

 **41** clients with NDIS plans
and plan reviews

 **9** clients with
guardianship matters

 **9** clients to access
financial supports

 **30** clients with housing
and education issues

 **10** service providers to
increase their awareness
of Advocacy and the role
of an advocate



Our Projects

Women of Colour Project

Funded by the Department of Health, 'Women of Colour' supports women from ethnic backgrounds to be happier and healthier through sports and physical activity programs.

The project aims to promote social inclusion and community pride among women of colour.

Our Achievements


14 workshops with women of Afghan background


8 workshops with women of Karen background

8 workshops with women of Karenni background

5 workshops with women of Chinese background

We Facilitated

 Tennis sessions

 Group fitness programs



Healthy Lifestyle Project

Funded by ADEC, this project encompasses a range of topics to promote healthy living.

The project was co-designed with a group of seniors from an Indian background.



Our Achievements



3 health education sessions



8 indoor cricket sessions with a cricket tournament

We Facilitated

- Healthy eating sessions
- Mental wellbeing sessions
- Stroke education
- Physical activity sessions – indoor group cricket




Our Projects

Simple First Aid Awareness Project

Funded by ADEC, 'Save Lives' supports ADEC's culturally and linguistically diverse participants with first aid knowledge and skills to be able to respond to everyday household injuries and medical emergencies.

Our Achievements

 **65** participants

 **12** workshops for participants of Turkish, Chinese, Karen, and Karenni background

We Facilitated

Sessions about:

- CPR
- DRS ABCD
- Recognising emergencies
- How to call Triple Zero
- How to call Nurse on Call





Local Carers Project

Funded by the Department of Families, Fairness, and Housing, this project supported carers from ethnic backgrounds through wellbeing workshops during the peak of the Coronavirus pandemic.



Our Achievements

 **38** workshops delivered to Afghan, Vietnamese, Chinese and Karen communities

 **75** carers participated in the project

We Facilitated

Sessions about:

- Self-care
- Pilates
- Tai Chi and Qigong
- Yoga and meditation
- Group physical activity exercise



Our Projects

ArtAbility

With continued funding from Darebin City Council, ADEC supported 29 artists from CALD backgrounds to participate in the ArtAbility exhibition.

By expanding the program to Werribee and Dandenong, ADEC further supported 276 artists from CALD backgrounds to express themselves through art.

Our Achievements 🏆

- Online exhibition
- Live exhibition at Darebin Arts Centre
- Extended ArtAbility into Werribee and Dandenong

Feedback

👩👧 *I particularly enjoyed the drawing exercises and seeing what the other participants did in the class.* 👩👧

We Facilitated 🎨

16 online art workshops

8 face-to-face art workshops in Darebin

15 face-to-face art workshops in Werribee


12 one-off art sessions for Karen, Karenni, Chinese, Vietnamese, Turkish and Arabic communities




COVID-19 Vaccine Information Workshops


These workshops aimed to educate and create awareness among CALD community members around the COVID-19 vaccination to enable them to make informed decisions.

Our Achievements

 Increased understanding among CALD community members about the COVID-19 vaccines

 Community members' vaccine concerns addressed

We Facilitated

 **13** information sessions

 **152** participants from Turkish, Chinese, Arabic, Karen and Karenni communities



Our Projects

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



12 workshops



99 participants from Karen, Karenni, Turkish and Chinese backgrounds

We Facilitated

Sessions about:

- Skin care
- Nail care
- Hair care
- Makeup
- Meditation and mindfulness



Family Violence Program

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

Our Achievements



New connections achieved with Karen and Vietnamese communities



08 workshops attended by
27 participants from Karen and Arabic backgrounds

We Facilitated

Sessions about:

- Financial abuse
- Financial independence
- Family violence
- Family law
- Physical activity





Our Projects


Safeguarding from Abuse

This project raises awareness about abuse to CALD communities and builds participants' skills to identify abuse and the confidence to report it.

Our Achievements

 Animations developed about physical abuse, emotional abuse, financial abuse and neglect

 **5** languages: English, Turkish, Chinese, Hindi and Karen

 The animations are available at:

<https://adec.org.au/say-no-to-abuse-videos/>

Resources

Easy Read 'Say No to Abuse!' booklet and Contact flyer in the following languages:

 English

 Turkish

 Serbian

 Simplified and Traditional Chinese

 Arabic

 Italian

 Greek

 Japanese


 Vietnamese



NDIS Education Project

Funded by the NDIA, this 3-year project aims to build the capacity and skills of CALD participants and their families about the NDIS.

Our Achievements

 Developed Easy Read resources on:


- The NDIS process and NDIA structure
- Australia's Welfare System
- Digital literacy
- NDIS plans
- Services
- Managing an NDIS plan
- Privacy and complaints



We Facilitated

16 workshops delivered to Vietnamese and Karen communities

38 participants in total

4 information sessions delivered to Warringa Park School

 Blended delivery model adapted to accommodate lockdowns during the COVID-19 pandemic

 *The sessions have helped me understand my NDIS plan better and has helped me advocate for my support needs.* 



Our Projects

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 by sharing their stories to contribute to policy reforms and recommendations.



Our Achievements

- Assisted people from CALD backgrounds to make submissions to the DRC
- Established connections with community agencies and delivered information on the DRC

What's next?

- An Easy Read DRC information booklet
- Delivering information and encouraging people from CALD backgrounds to make submissions



NDIS Capacity Building Support

ADEC funds this program to assist people with disability, their family members and carers from CALD backgrounds to access the NDIS and other disability services through one-on-one client support and information sessions.

Our Achievements

135 clients and families assisted

540 pre-planning sessions

Supported people from

41 different ethnicities

Provided Assistance with

- The NDIS and eligibility
- Accessing the NDIS
- Pre-planning and planning
- Plan implementations
- Scheduled and unscheduled plan reviews



Our Projects

Social Support Groups

ADEC's Social Support Groups meet on a monthly basis to provide culturally appropriate information, education, peer support and recreational activities to people living with disability or mental health concerns and for those who are carers.


Our Achievements

36 groups, with **724** members

396 sessions

27,748 hours of group activities
(Zoom and face-to-face)

9 CALD communities – Afghan, Arabic, Chinese, Greek, Japanese, Karen, Karenni, Turkish, and Vietnamese

 New connections made with Karen and Karenni communities in Geelong and in the West

We Facilitated

12 High Needs Groups


5 Mental Health Groups

18 Social Support Groups

1 Exercise Group

 **180** group Zoom information sessions

 **216** group face-to-face meetings

 Digital literacy training for all participants



ADEC Thanks You

ADEC Volunteers
Aged Care Quality and
Safety Commission
AL and RA Caputo
Alfred Health
ArtAbility Artists
Ax3 Partners
Bank of Melbourne
Brotherhood
of St Laurence
Cameron Commercial
Real Estate
Can Buri
Carers Victoria
Darebin Arts Centre
Darebin City Council
Dandenong City Council
Department of Families,
Fairness and Housing
Department of Health
Department of
Premier and Cabinet
Department of
Social Services
Destra Law

Disability Services
Commissioner
DNV
Dolphin Solutions
Endeavour Hills Leisure
Centre YMCA
Ethnic Communities
Council of Victoria
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

Office of Disability
Office of Multicultural
Affairs
Purcell and Purcell Legal
Preston Toyota
Printman Australia
Roctel
Saltwater Tennis Reserve
Tennis Centre
Summerhill Crash Repairs
Women's Health West
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

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