



Partner Information Kit

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Welcome to ADEC

Dear Valued Partner,

For organisations seeking a reliable and experienced partner to support diverse communities across Victoria, ADEC stands as a leader in aged care, disability support, advocacy, and community wellbeing.

With over 42 years of service as a not-for-profit organisation, we bring deep expertise, unwavering accountability, and a commitment to equity to help individuals from culturally and linguistically diverse (CALD) backgrounds live with comfort, independence, and connection.

We understand that effective partnerships are built on trust, transparency, and shared goals. That's why we work closely with you to deliver seamless, person-centred support that extends your reach and enhances client satisfaction.

Our Key Services

We offer a comprehensive suite of services tailored to meet the unique needs of multicultural communities:

Aged Care

- Home Care Packages (transitioning to Support at Home)
- CHSP

Disability Support

- NDIS Plan Management
- Service Coordination
- NDIS Appeals

Advocacy

- Individual Advocacy Support
- Family Advocacy Support
- Self-Advocacy Support
- Systemic Advocacy Support

Community Programs

- Community Wellbeing Programs
- Social Support Groups

Why Partner with ADEC?

- ✓ 42+ years of trusted service
- ✓ Specialists in CALD communities
- ✓ Personalised, needs-based support
- ✓ Bilingual staff & free interpretation
- ✓ Not-for-profit with a community-first mission

We welcome the opportunity to collaborate with your organisation to improve access, reduce isolation, and empower individuals and families across Victoria.

Together, we can build stronger, more inclusive communities.

Warm regards,
ADEC Team



About Us

ADEC commenced as an advocacy group in 1982. Since then we have been advocating with 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.

42+
Years

Serving the community

33+

Different Languages

Our diverse staff can speak

1700+
Happy Clients

Who trust in our services

200+

Compassionate staff

Working for change

ADEC's Mission

We advocate for and support one fair and inclusive community in which all people can achieve their optimum potential regardless of culture, ability, or age.

ADEC's Vision

To be the leader in innovative advocacy, disability, and aged care services to multicultural Victoria.



Accountability



Diversity



Empathy



Connection



Our Team

Our team is comprised of dedicated professionals with extensive experience and expertise in the field. Our Clinical Care Partners possess a wealth of knowledge and are deeply committed to providing compassionate and personalized care to our clients. With a keen understanding of the unique needs of the elderly, they approach each case with professionalism and sensitivity.

What sets our team apart is our cultural diversity and language proficiency. We have members from various cultural backgrounds who are fluent in multiple languages. This diversity enables us to connect with and support clients from diverse ethnic backgrounds, ensuring that they receive the tailored care and assistance they deserve. Our inclusive approach fosters trust and understanding, allowing us to truly make a difference in the lives of those we serve.



Client Testimonials



I wanted to take a moment to express my heartfelt appreciation for the incredible work you have done as a Case Manager of my mum. Your dedication, support, and guidance have made a tremendous impact on my mum's life, and we are truly grateful.



I am so happy with Lakhveer as my Aged Care Case Manager. She is so lovely, so concerned about my husband and me. I am so lucky to have her helping me with all the things I need, and attends to my requests promptly. I have recommended ADEC to many of my friends and will continue to do so because they are helpful and good with what they do



Samantha is a breath of fresh air to us both. I knew from day one that she would be different from those we had in the past. Not only is she professional but also caring and very supportive. My wife and I wanted you to know how happy we are to be looked after by Sam



We are all very happy with ADEC's professional approach to offering the best service and dedication to following up as promised.



Happy with the friendly & professional services provided by the Aged Care team at ADEC. Any issues that do arise are resolved promptly.
Appreciate all the good work you put into making sure your clients are looked after properly.



I and my wife strongly appreciate the work of our case manager – Roshani. For her sincerity in her work and the good service she does in addition to her wisdom all we can say that Roshani is a good person. She is different and a good face of ADEC. May god bless you all and thank you.





Home Care Package/ New Support at Home Service

For over 42 years, ADEC has been empowering multicultural communities across Melbourne with compassionate, culturally inclusive, and client-led care.

We deliver full Home Care Package (HCP) support – Levels 1 to 4, including clinical care, tailored case management, and seamless coordination of services.

As the aged care landscape evolves, we're ready to offer seamless transition support into the new Support at Home program.

What sets us apart?

- ✓ Culturally Safe Care – Bilingual staff, free interpreters, and lived understanding of CALD communities
- ✓ Clinical Expertise – Our Case Managers hold qualifications in nursing, ensuring that clients' clinical and support needs are comprehensively addressed.
- ✓ Dedicated Support – Personalised care plans from your own case manager
- ✓ Not-for-Profit Values – People before profits, always
- ✓ Community-Driven – 42+ years of local service across Metropolitan Melbourne

Our wide ranges of services

Personal Care

- Help with dressing, showering, and toileting
- Meal preparation
- Advice and assistance to make the home safer and easier to live in
- Medication management
- Wellness checks and injury recovery support
- Continence management
- Help to maintain movement and mobility
- Nursing and Support Worker Services
- Help with procuring aides and equipment

In-home Respite Care

- In-home Respite care and companionship (day visits or overnight stays)

Community Access

- Transport (independent or assisted)
- Help with outings (shopping, attending activities and appointments). ADEC supports our clients to access their community for recreational, social, and health purposes.

Domestic Support

- Help to move around the house safely
- Meals | Cleaning | Laundry

Home & Garden Maintenance

- Gardening (weeding, pruning and lawn mowing)
- Minor Home Maintenance (cleaning windows and gutters, changing smoke alarm battery.)

At ADEC, we work closely with individuals and their families to ensure that care planning is tailored to meet care needs. Our priority is to help individuals live independently at home for longer.



Comprehensive Home Care Package Management

We offer expert care management for Levels 1 to 4 Home Care Packages.



Personalised Support

You will have a dedicated clinical care partner who will create a personalised care plan, ensuring your needs are met at every stage.



Clinical Expertise

Our Case Managers hold qualifications in nursing, ensuring that clients' clinical and support needs are comprehensively addressed.



Multilingual Support

We speak your language - we can arrange interpreters free of charge. We go the extra mile to ensure that you feel comfortable and understood, matching you with support workers who align with your preferences in language, background, and more to ensure a more personalised experience. We have a diverse support worker group that speaks more than 33 languages, including Hindi, English, Somalian, Korean, Turkish, and many more.



Commonwealth Home Support Program

ADEC's Commonwealth Home Support Programme (CHSP) delivers government-funded, entry-level support services designed to help older Australians, particularly those aged 65 and over to maintain independence, safety, and wellbeing in their own homes.

The program provides low-level, short-term support to help clients remain at home while building confidence and connection

Services we offer under CHSP

Transport

Help to get out and about in the community, such as attending medical appointments, shopping, or visiting family and friends.

Domestic assistance

General house cleaning such as vacuuming, mopping, and cleaning the bathroom.

Personal Care

Help with bathing or showering, dressing, hair care, and toileting.

Individual Social Support

Help our clients remain engaged with their community, reduce isolation, and enjoy a higher quality of life.

Group Social Support

Help our clients combat isolation through fun, culturally inclusive group activities.



Service Coordination

ADEC offer dedicated Service Coordination designed to meet clients' needs. We deliver the best assistance to clients both in their homes and out in the community. With a skilled team that speaks up to 33 languages, we ensure our clients have the right person for them.

Our trusted team is always available to help our clients resolve any issues, providing peace of mind and continuity of care.

With immediate capacity and availability, our experienced Service Coordinator team is ready to assist clients every step of the way.

Services we offer under Service Coordination

Personal Care

Support with daily living activities including dressing, showering, toileting, and medication management.

In-Home Respite

Companionship and supervision, available during the day or overnight, to support carers and enhance client safety.

Home Support & Maintenance

Regular cleaning, laundry, meal preparation, and light gardening to help maintain a safe and comfortable living environment.

Community Access & Participation

Assistance with outings, shopping, attending appointments, and joining social or recreational activities.

Transport Assistance

Flexible transport options from independent or assisted transport

Allied Health professionals

We can liaise with Allied Health professionals to support your care needs.



Community Wellbeing Programs

ADEC's Community Wellbeing Programs aim to improve the quality of life of vulnerable or isolated people, particularly from culturally and linguistically diverse (CALD) backgrounds by fostering skills development, social connection, and personal confidence in a safe, inclusive environment.

Our Community Wellbeing Programs help with:

- Providing information and education on topics like looking after your mental health, general wellbeing, upholding your rights, and awareness of domestic/gender-based violence.
- Providing access to other support services within your local area.
- Making your own decisions about the supports you receive.
- Building your skills to speak up for your rights.
- Building and maintaining healthy relationships.

Our programs



ArtAbility
Programs



Women's
Empowerment



Social
Connection



Circle of Wellbeing for
Carers

Other ADEC's Services

Advocacy

ADEC's FREE Advocacy Support Program assists people to understand their rights, access information and services, and to speak up for what is needed to improve their situation.

Our Advocacy Support Staff will help clients to work out what the issue is, what they want to happen and prepare an advocacy plan.



NDIS Plan Management



ADEC also provide expert NDIS plan management in Victoria. Our team of dedicated NDIS plan managers can relieve the admin burden and provide the guidance to our clients' need to get the most out of their NDIS budget.

We will help answer our clients' questions, manage and simplify the administrative tasks associated with their NDIS plan, and ensure they are getting the best personalised care possible.

The cost of ADEC's NDIS plan management services is typically included in their NDIS plan. That means our clients don't pay anything out of their own pocket for their NDIS plan manager with ADEC.

Social Support Groups

Social Support Group Program is designed to reduce social isolation by fostering meaningful connections, cultural belonging, and emotional resilience especially for vulnerable individuals from culturally and linguistically diverse (CALD) backgrounds.



We offer monthly, face-to-face groups tailored to specific needs, including: high-needs groups, carer support groups and mental health & wellbeing groups.

Each group blends informative sessions with engaging, fun activities from cultural celebrations to creative arts and shared meals to create a welcoming environment where people feel seen, heard, and valued. We have groups for Afghani, Arabic, Chinese, Turkish, Vietnamese, and Japanese communities.



Making a Referral to ADEC: Simple, Respectful, and Inclusive

At ADEC, we're committed to delivering trusted, culturally inclusive aged care and disability support to individuals and families across Victoria. We've built our reputation on dignity, empathy, and connection to ensure every person we support feels understood, respected, and empowered.

If you know someone who could benefit from our compassionate, bilingual, and person-centred services, we welcome your referral.

Referring to ADEC is simple, confidential, and supported every step of the way.

How to make a referral

Call Us

- Speak directly with our friendly intake team to discuss the person's needs and begin the process.
- Phone: (03) 9480 7000

Email Us

- Send a brief message with contact details and a short overview of support needs.
- Email: info@adec.org.au

Online Referral

Complete our secure online referral form at
<https://adec.org.au/services/aged-care-services/make-a-referral/>



SCAN HERE





Get in touch

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