

ADEC



Annual Report 2025

Empowering Communities, Celebrating Diversity

What We Stand For



Our 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.



Our Vision

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

Our Values

Accountability

We take responsibility for our actions and the results of our actions.

Diversity

We consider that every individual has inherent value and dignity, provides a unique perspective, and therefore provides a valuable contribution to the work and life of ADEC and the broader society.

Empathy

We respect the feelings of others and consider them before acting.

Connection

We believe that there is strength in being part of a community, and that working together we can achieve our purposes.

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Our Strategic Priorities

Community Impact

Amplify the voices of multicultural communities, strengthen partnerships, and expand programs that reduce isolation and improve wellbeing.



Customer Experience

Deliver timely, person-centred supports with a strong focus on cultural safety, continuous improvement, and client feedback.



Capability Development

Build organisational resilience through funding diversification, digital innovation, and service expansion aligned with community needs.



Chair and Executive Director's Message

Building on a strong foundation

In our 2024 Annual Report, we reaffirmed our commitment to a clear purpose and stronger foundations for a vibrant future. Over the past year, we have strengthened our governance frameworks and refreshed our identity, mission, vision, and values to better reflect our purpose and enhance the capability of our team.

To that end, we designed and refined key governance frameworks, implementing comprehensive systems for risk management, compliance, quality, and clinical governance. Board governance was also enhanced following an in-depth review. We assessed and updated our ICT strategies and systems, along with other business-critical plans, including our Diversity Plan.

Equally important was our focus on our people and culture. With safety and wellbeing as top priorities, we launched a new Learning Management System and introduced new forms of recognition for our team — who once again demonstrated tireless commitment to supporting clients and the community.

Facing the Challenges

These strengthened foundations proved invaluable as 2025 brought both unprecedented challenges and remarkable opportunities. Across the aged care and disability service sectors, sweeping government reforms reshaped the landscape in which we operate. The introduction of the Aged Care Act 2024, the Support at Home (SAH) program, and ongoing NDIS reforms created a complex and uncertain environment.

For many organisations, such change might have prompted retreat. For ADEC, it was a call to action. We embraced reform as an opportunity — guided by our renewed vision — to redesign our operating models and invest in enabling technologies that support growth, agility, and improved client service.

A review of our structures and capabilities, aligned with our strategic outcomes, led to streamlined operations and an even more skilled and engaged team. These changes were not merely functional; they signified a deeper commitment to quality, accountability, and the people we exist to serve.

Advocating for Change

This year, ADEC's advocacy focused on a central principle: equity is not achieved through uniformity. True equity requires recognition of culture, language, and lived experience. While reforms are often well-intentioned, they can overlook the unique barriers faced by people from culturally and linguistically diverse backgrounds — and the additional time, resources, and cultural understanding required to deliver fair and effective support.

Throughout the year, we continued to stand beside individuals and families through our advocacy work and capacity-building programs. Our flagship initiative, ArtAbility™, which celebrates its 20th anniversary this year, remains a powerful platform for empowerment, self-expression, and community connection.

Our People – Our Strength

None of our achievements would be possible without our dedicated staff, volunteers, and Board members. Throughout the year, we witnessed exceptional teamwork, a can-do spirit, and a shared belief that equality of access to the best possible support is non-negotiable.

We also recognise the continued contributions of our founder, Effie Meehan, who remains a valued advisor to the Management Team and a steadfast advocate for ADEC's mission and purpose.

Looking Forward with Optimism and Gratitude

ADEC remains steadfast in advocating for and supporting a fair and inclusive community, while continuing to develop and deliver safe, culturally responsive services. As we move into the next strategic horizon, we will leverage our technology strategy and strong foundations to innovate, expand, and enhance our impact.

The future will continue to bring new challenges, but the ADEC team remains focused, adaptable, and optimistic.

To our clients, carers, families, partners, and supporters — thank you for your trust and resilience throughout a year of change. You inspire our work every day.

Finally, we extend our sincere gratitude to our Executive Team and Board of Directors for their wisdom, guidance, and unwavering commitment. Their leadership has been central to ADEC's stability and growth, ensuring we continue shaping a stronger, more inclusive future for all.



Philip Bain
Board Chair



Paula Nunez
Executive Director

Community Impact



Clients from the Chinese social support group connect, and create lasting memories on a memorable day excursion



60,000

hours of direct support



774

people connected through multicultural support groups



79

different nationalities supported and represented



5,232

hours of capacity building workshop participation



200+

clients provided advocacy support



760

hours of staff training

Supporting Older People to Live Well at Home

Safe, Quality Aged Care at Home

This year, ADEC made a significant advancement in its aged care services by introducing registered nurse roles as part of our new service model to support every aged care client. This strategic enhancement ensured that all individuals accessing our services received high-quality clinical oversight tailored to their unique health and wellbeing needs.

This initiative not only elevated the standard of care but also reinforced ADEC's commitment to safety, dignity, and excellence in service delivery. By integrating clinical expertise into our person-centred model, we ensured that older adults from multicultural communities received holistic support—addressing both their medical and social needs.

Culturally Responsive Services

ADEC's aged care services are deeply rooted in cultural inclusion. Over 90% of our Home Care Package clients and more than 65% of our Commonwealth Home Support Programme (CHSP) clients come from non-English speaking backgrounds. This diversity underscores the importance of delivering care that is not only clinically sound but also culturally appropriate.

Our team works closely with clients and their families to ensure that care plans reflect cultural values, language needs, and personal preferences. By embedding cultural responsiveness into every aspect of service delivery, ADEC continues to empower older adults from multicultural communities to live with dignity, independence, and connection.



Our HCP client Meryem with her daughter-in-law and support worker, living confidently and safely at home

Looking Ahead

As we prepare for the implementation of the new Aged Care Act in November 2025, ADEC is actively aligning its services with upcoming reforms. We remain committed to ensuring that older people from multicultural communities are not only included in the national aged care conversation but are central to its transformation.

Meryem's Story: Care, Culture and Companionship at Home

For most of her 75 years, Meryem lived with quiet independence. Originally from Turkey, she built a life in Australia filled with family, tradition and self-reliance. But with the onset of Alzheimer's, everyday tasks started to become difficult. Meryem found herself increasingly dependent on her devoted daughter-in-law, Hediye, who provided round-the-clock care. The love in their household is strong, yet the demands of full-time caring can be overwhelming.

That's where ADEC stepped in and brought not only practical assistance, but also friendship, cultural understanding, and new confidence for both Meryem and her family.

A Friendship Beyond Care

In July 2024, Meryem met Songul, an ADEC support worker who shares her Turkish heritage. From their first meeting, their connection was strong. "I would give ADEC a 10 without hesitation," says Meryem. "Songul is absolutely incredible—she's not just my support worker; she's my friend. She understands me. When I feel anxious, she knows exactly how to calm me." Sharing a language and cultural background has been deeply comforting. "Songul and I speak Turkish and understand each other's traditions. It feels like talking to a relative who cares," Meryem explains.

Support That Reaches Beyond the Home

Songul's care goes far beyond routine tasks. She and Meryem enjoy games together, bake biscuits, and celebrate birthdays. Songul even arranged a special visit to a local farm because she knew how much Meryem loves chickens. "She goes above and beyond to make me happy," Meryem says. "When we bake together, I feel joyful again".

Care That Respects Culture and Builds Independence

Through ADEC's Home Care Package, Meryem received tailored support—from personal care to community outings—while remaining safely in the comfort of her own home. "ADEC has already gone above and beyond," Meryem's daughter reflects. "The teamwork with us to make sure we have everything we need, their dedication and kindness, mean's my mother can stay as safe and independent as possible."

Would Meryem recommend ADEC?

"Definitely. I tell my family and friends that ADEC is the best! They don't just give care; they give love".

Culturally Aware Support for Older People

At ADEC, we believe ageing should honour identity, culture, and connection. Through our Home Care Packages and Direct Care services, we support older people from culturally and linguistically diverse backgrounds to live safely and independently at home. Our bilingual staff deliver personalised care—respecting language, traditions, and family values—while fostering confidence and belonging. From personal and clinical support to social programs and community outings, every service reflects cultural understanding and compassion. As reforms reshape aged care, ADEC remains committed to empowering multicultural seniors with dignity, choice, and continuity of care—ensuring every individual feels seen, valued, and supported in their own community.



29 CALD specific support groups



88% of our staff are multilingual

Celebrating Diversity

At ADEC, we are committed to fostering an inclusive and welcoming environment that celebrates cultural diversity and promotes equity by providing free professional interpreter services. This ensures that clients from a wide range of linguistic and cultural backgrounds can fully access our programs and services. ADEC provided over 30,000 hours of culturally specific support to its clients.

We actively participated in numerous cultural days, celebrating traditions, sharing stories, and broadening our understanding of diverse communities. Our team engaged in extensive cultural competency training, equipping staff with the knowledge and skills to provide respectful, personalized, and culturally responsive support.

Comprehensive translation services further bridge language barriers, allowing all clients to access essential information, resources, and opportunities. These initiatives demonstrate ADEC's ongoing commitment to inclusivity, empowerment, and fostering a community where every individual, regardless of culture or language, feels valued, understood, and supported.



Our Turkish Social Support group enjoying a day trip

Empowering People with a Disability

In FY25, ADEC continued to deliver inclusive, person-centred disability services that empower individuals to live independently, participate fully in their communities, and achieve their goals.

ADEC provided NDIS plan management to 452 participants, ensuring they had the financial oversight and administrative support needed to make the most of their plans. In addition, our team delivered over 10,000 hours of direct care support, helping clients with daily living, personal care, and community access.

Culturally Inclusive Support

Reflecting ADEC’s commitment to cultural inclusion, our disability services are designed to meet the needs of people from diverse backgrounds. Many of our clients come from non-English speaking communities, and our staff are trained to provide support that is respectful, responsive, and culturally safe.

Social Support and Capacity Building

Beyond individual care, ADEC facilitated social support groups and capacity building projects that fostered connection, confidence, and skill development. These programs offered opportunities for people with disabilities to engage in creative activities, learn new skills, and build lasting friendships in inclusive environments.

Navigating Sector Reforms

With ongoing reforms in the disability sector, ADEC has taken a proactive role in helping clients understand and adapt to changes. Our team has provided guidance, advocacy, and practical support to ensure that individuals continue to access the services they need with confidence and clarity.

ADEC remains committed to advocating for accessible, equitable services and ensuring that people with disabilities—especially those from multicultural communities—are supported to thrive.



Our FSR clients, Dalia and Gary, loving the workshops as it gives them a chance to connect with others, enjoy some time for themselves, and take a well-deserved break



supported

452

individual NDIS participants to manage their plans



approximately

10,000

hours of individual support to people with a disability

Advocating for an Inclusive Community

In FY25, ADEC continued to champion the rights of people with disability and their families from multicultural backgrounds through our individual and systemic advocacy services. Our work is grounded in the belief that everyone deserves equitable access to services, respect for their cultural identity, and a voice in decisions that affect their lives.

Individual Advocacy and NDIS Appeals

ADEC provided individual advocacy support to people navigating complex systems, helping them understand their rights, access services, and resolve issues. Through the NDIS Appeals Program, we successfully supported 64 individuals to have their NDIS applications accepted at appeal—ensuring they could access the supports they need to live independently and with dignity. Our advocates worked closely with clients and their families, often in their preferred language, to challenge unfair decisions and promote culturally responsive solutions.

Systemic Advocacy and Sector Partnerships

Beyond individual support, ADEC actively advocates for systemic change to create a more inclusive and equitable disability sector. We collaborate with key organisations such as Disability Advocacy Network Australia (DANA) and the Disability Advocacy Resource Unit (DARU) to influence policy, contribute to sector reform, and amplify the voices of multicultural communities.

Supporting Broader Inclusion and Wellbeing

ADEC's advocacy efforts are complemented by programs that address broader social and emotional wellbeing. Our Women's Empowerment Program, open to women of all ages, provides a safe and inclusive space for connection, learning, and personal growth. Meanwhile, our Flexible Service Programs support individuals experiencing social isolation and mental health challenges, offering tailored assistance that promotes recovery, resilience, and community engagement.



Our advocate Celeste with her client Mazin, and his dad, Abduelhadi

Navigating the NDIS Reforms

As reforms continue to reshape the disability landscape, ADEC is committed to helping clients navigate these changes with confidence. We provide clear information, practical support, and strong representation to ensure that no one is left behind. Through advocacy and inclusive programming, ADEC continues to build a community where diversity is celebrated, barriers are dismantled, and every person is empowered to thrive.

Breaking Barriers, Building Futures: How ADEC's Advocacy Transformed One Family's Journey

A Family's Path to Independence

When Abduehadi Halali and his wife Mona arrived from Sudan with their four children, including 13-year-old Mazin, who has ASD Level 3 and an intellectual developmental disorder, they faced the immense challenge of rebuilding life in Australia. On a Global Special Humanitarian Visa, the family was ineligible for Centrelink or social housing during their first year, creating severe financial hardship.

The ADEC Difference: Advocacy with Heart

Referred by the refugee health team at IPC Health, Abduehadi connected with ADEC's advocacy program — finding not only guidance, but genuine care. Our advocate immediately provided crisis support through food and material aid, financial assistance referrals, and carer support connections.

Beyond immediate relief, the family was educated on navigating disability services, schooling, job applications, and rights in Australia. "The benefits did not stop there," said Abduehadi. "I learned how to understand the process and gained confidence."

Navigating the NDIS: From Barriers to Breakthroughs

Through months of advocacy and coordination with health professionals, schools, and the NDIA, Mazin secured his first NDIS plan, which enabled him to access therapies and equipment. Our advocate ensured the family understood the plan and connected them to culturally appropriate providers.

Building Stability and Confidence

As eligibility expanded, ADEC helped the family to apply for Carer's Payment and successfully advocated for a four-bedroom home to meet Mazin's needs. What began as crisis support became a foundation for stability, independence, and belonging.

Empowering Futures

"Support from your organisation helped us overcome language barriers and learn how to apply for services," Abduehadi reflected. His family's journey reflects ADEC's mission—to empower culturally and linguistically diverse communities to live with dignity, connection, and opportunity.

Every story like Abduehadi's reminds us why we advocate: because inclusion and equity change lives, one family at a time.

Effie Meehan: A Legacy of Empowerment, ADEC's Ongoing Mission

Effie Meehan, ADEC's founder and Ambassador, transformed her experience as a young migrant with cerebral palsy into a lifelong mission to champion inclusion and equity. Her journey inspired ADEC's founding vision—to ensure people with disability from culturally diverse backgrounds are understood, supported, and empowered. Today, her legacy continues through stories like Mazin's, where ADEC's advocacy and culturally responsive services help families navigate complex systems, access essential supports, and build independence with dignity. Effie's impact lives in every life ADEC touches.



Effie as a little girl with her family



84 families assisted to access support services

Unsung Heroes: Support for Those Who Care

Through our Carer Support Groups and Respite Care Services, ADEC continues to stand beside the hidden champions of our communities — the carers. In 2025, we supported over 400 carers across Victoria, by providing safe spaces to connect, share experiences, and build resilience. Our culturally tailored programs recognise that carers from diverse backgrounds face unique challenges, often balancing family, cultural expectations, and complex care needs.

ADEC’s respite initiatives offered meaningful breaks, helping carers recharge and maintain their own wellbeing. Through workshops, peer networks, and access to practical resources, we ensure carers feel valued, supported, and equipped to continue their vital role with confidence and dignity.



Our Turkish and Arabic Social Support Groups celebrated the National Carers Week together

ArtAbility® CELEBRATING 20 YEARS



ArtAbility®, currently supported by Darebin City Council, is a transformative art therapy program that fosters social inclusion and personal growth among participants with disabilities and from culturally diverse backgrounds. In 2025, the program engaged 30 individuals in two four-week workshops, resulting in two public exhibitions showcasing the works of 18 artists. This initiative not only enhances participants' self-confidence and creative skills but also strengthens community connections, aligning with our shared commitment to promoting mental health, wellbeing, and empowerment through the arts.

Finding Confidence Through Creativity

Rachael “Rach” Watt, pictured with Art Therapist Lee Agius, joined ADEC’s ArtAbility program in November 2024. Once discouraged from pursuing art, Rach has rediscovered her confidence in a supportive, judgment-free space. “I love coming here because it’s fun and everyone is positive,” she shares. Her warmth, creativity, and joy brighten every session—showing how encouragement and inclusion can unlock true artistic expression.



Rachael Watt with Art Therapist Lee Agiu

500+ artists supported over twenty years



ADEC staff come together at the inaugural Annual Awards Night, celebrating teamwork, dedication, and the outstanding achievements that drive our mission forward.

Inaugural Founder's Award

Trinh, ADEC's Vietnamese Facilitator, proudly receives the inaugural Founder's Award, presented by ADEC's Founder, Effie - celebrating her outstanding contribution to empowering multicultural communities.



Together We Thrive: Supporting and Celebrating Our People

In 2025, ADEC strengthened its commitment to staff wellbeing, professional growth, and organisational excellence through several key initiatives. The establishment of a Wellbeing Committee marked a major step forward in ensuring a safe, supportive, and inclusive workplace—one where every employee feels valued and protected.

To build capability across all levels, ADEC launched the Ausmed Learning Management System (LMS), providing accessible online training that enabled staff to complete over 760 hours of learning in areas such as cultural safety, client care, risk, and compliance. This investment in continuous development not only enhances staff skills but also directly improves the quality of care and advocacy we deliver to our clients.

Recognising that excellence thrives where people feel appreciated, ADEC also introduced its Annual Staff Awards to celebrate individuals and teams demonstrating outstanding service, innovation, and commitment to ADEC's mission. This year, our staff member Kerry was the recipient of the Chairperson's Scholarship Award, which she is using to study a Diploma of Counselling, further enhancing her skills to support our community.

Together, these initiatives reflect our belief that by nurturing our people, we strengthen our collective capacity to create lasting, positive impact within Victoria's diverse communities.

Governance and Quality: Foundations for Sustainability

This year, ADEC’s Board and Executive team continued to strengthen the organisation’s governance and quality foundations, ensuring our services remain safe, accountable, and responsive to community needs.

Embedding Governance Frameworks

We made significant progress in embedding key governance structures, including our Risk Management Framework, Compliance Framework, and Policy Framework. These systems have enhanced our ability to manage organisational risk, meet regulatory obligations, and ensure consistent, transparent decision-making across all areas of operation.

Financial Stewardship and Sustainability

We also placed a strong focus on financial stewardship. We actively reduced costs by streamlining activities in alignment with our strategic objectives and reallocating savings to strengthen client support and team capability. This resulted in a successful turnaround of a significant deficit in FY24 to a moderate surplus, positioning the organisation for sustainable growth.

Cyber and Data Security

Recognising the importance of digital safety, we invested in enhancing our cyber and data security infrastructure, ensuring that client information is protected and systems are resilient against emerging threats.

Strengthening Quality and Clinical Governance

Supporting people achieve their optimum potential is at the heart of what we do. The development and implementation of our new Quality Management and Clinical Governance Frameworks has strengthened our commitment to creating a quality-focused environment. Our person-centred approaches

are supported through robust governance structures, which include our Client Forum and the Quality, Safety, and Client Care Advisory committee of the Board.

These new frameworks reinforce our commitment to continuous improvement and safe, high-quality service delivery, and support evidence-based practice, client safety, and accountability across all programs, particularly in aged care and disability services.

All ADEC services were deemed fully compliant against the relevant quality standards in FY25, reflecting our commitment to excellence and accountability. This achievement is a testament to the dedication of our staff and the strength of our governance systems.



Our Board of Directors



Phillip Bain
Chair, Independent Director
B. Arts, Dip. Ed., M. Bus

Phillip has extensive experience in Community Services and Health sectors including as CEO and in non-executive directorships. He brings significant skills in governance, strategy and leadership. He has been on the ADEC Board for over five years and was elected Chair in 2024. He also chairs ADEC’s Governance Sub-Committee of the Board.



Salvatore Trimboli
Deputy Chair, Independent Director
B. Bus (IT), MBA, GAICD

Sal is currently Chief Information Officer of a large Health organisation and brings invaluable skills and insights in cyber risk management, ICT and commercial strategy, and governance. A member of the Board since 2023 and elected to Deputy Chair in 2024, he is also a member of the Finance, Audit and Risk Sub-Committee.



Joan Cooney
Secretary, Independent Director
B. Ed., TPTC, TTCTD

Joan has been on the ADEC Board for over 10 years. A staunch advocate for people living with a disability and having many years’ experience working with disadvantaged people in the Community, Joan brings incredible insight and community perspective to the Board. Joan is a member of the Quality, Safety and Customer Care Advisory Sub-Committee.



Dr Phillip Marzella
Treasurer, Independent Director
B. Sc., Grad. Dip. Audiology, PhD.
Neuroscience, GAICD

Phillip joined the ADEC Board in 2023 and took on the role of Treasurer in 2024. He has significant experience in strategic leadership and governance and brings a strong commercial perspective to the Board. He is Chair of the Finance, Audit and Risk Board Sub-Committee.



Dr Hua Cao
Independent Director
B. Med (Beijing)., PhD. PTSD, B.
Sc. Chinese Medicine

Dr. Hua has been an ADEC Board member since 2012. With a passion for ethnic communities, including as President of the North-Eastern Melbourne Chinese Association, and a wealth of clinical knowledge, her insights and contribution to the work of ADEC have been invaluable. She is currently Chair of the Quality, Safety and Customer Care Advisory Sub-Committee.



Jan Ginis
Independent Director
B. Sc. Audiology

Jan is the longest serving member of the ADEC Board, having joined over 20 years ago and serving for several years as Chair. Her dedication has been critical to the success of the organisation. With a sustained commitment to people with a disability, and older people from ethnic backgrounds in all areas of her life, she is integral to maintaining focus on our mission.



Dr Jackie King
Independent Director
BA. Laws (Hons), PhD. Political
Science, MBA

Jackie joined the ADEC Board in 2024 and, with her unique perspective on leadership and experience in executive management across multiple sectors, Jackie has supported ADEC’s strategic and commercial risk management and governance. She is a member of the Finance, Audit and Risk Board Sub-Committee.

Board Committee Attendance

	Ordinary Meeting	Governance Committee	Finance, Audit Risk Committee	Finance, Audit Risk Committee
Mr. Phillip Bain	9/11	2/2	2/2*	
Mr. Salvatore Trimboli	10/11	1/1	5/5	
Ms. Joan Cooney	9/11	2/2		3/4
Dr Phillip Marzella	6/11		4/5	
Dr Hua Cao	7/11			
Ms. Jan Ginis	11/11	2/2		4/4
Dr Jackie King	6/11		5/5	

*Ex-officio

FY 2025 Financial Results

In FY2025, ADEC continued to navigate a challenging operating environment marked by preparation for significant aged care reforms, constrained indexation, and increasing wage pressures across industry awards. Despite these external pressures, ADEC achieved a major financial turnaround, delivering a surplus of \$135K compared with the deficit in FY2024. ADEC remained resilient and demonstrated its capacity to adapt through strategic decision making and prudent management. With the guidance of the Board and the commitment of our staff, ADEC delivered initiatives that not only mitigated risk but also strengthened the foundations for long-term sustainability.

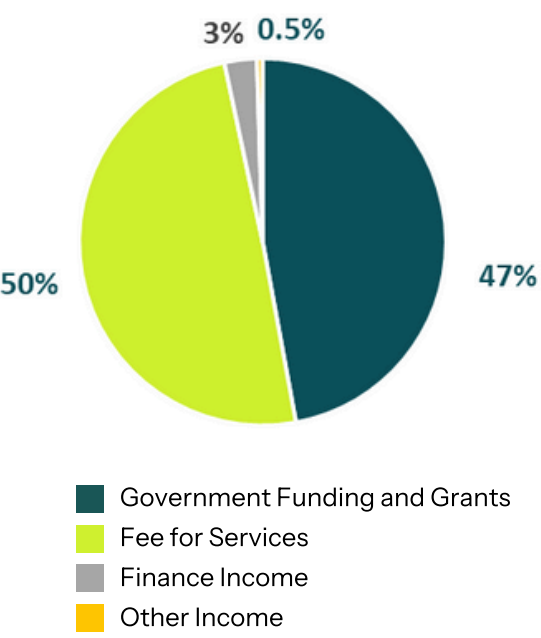
Key initiatives undertaken during the year included:

- Implementation of a new IT strategy and the commencement of implementation of several new systems aimed at improving workflows, automations, and enhancing client management capabilities.
- Review of operating structure and recruitment and retention of skilled staff to support quality service delivery.
- Securing additional ‘Building Resilient Communities Grant’ to support the growth and sustainability of the community development program.
- Closure of the leased Werribee office to optimise use of resources.
- Reduction in reliance on external agency staff through strengthened workforce planning.
- Ongoing active management of investment funds, which continued to deliver results above market expectations.

Income

- **Government Funding and Grants:** represented 47% of total income, providing essential resources to support programs and operations.
- **Fee for Services Income:** contributed 50% of total income, remaining a critical driver of ADEC’s financial sustainability.
- **Finance Income:** accounted for 3% of total income, generated from investment fund distributions.
- **Other Income:** the remaining 0.5% of total income, primarily from one-off contributions.

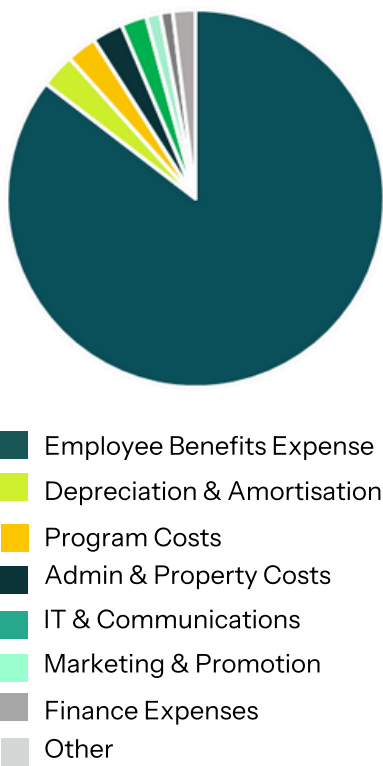
FY 2025 Income Breakdown



Expenditure

- **Employee Benefits Expense:** the largest expense at 86% of total expenses, reflecting ongoing wage pressures across the sector that continue to be only partly funded by government grants.
- **Depreciation & Amortisation:** accounted for 4% of expenses, reflecting investments in IT, systems, and equipment.
- **Program Costs:** 3% of expenses, directly linked to service delivery.

FY 2025 Expenditure Breakdown



Financial Summary

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2025

REVENUE	FY 2025	FY 2024
Government Funding and Grants	\$ 3,103,495	\$ 2,894,548
Fee for Services	\$ 3,264,007	\$ 3,373,004
Finance Income	\$ 189,006	\$ 174,244
Other Income	\$ 32,797	\$ 21,715
TOTAL REVENUE	\$ 6,589,306	\$ 6,463,511
EXPENDITURE	FY 2025	FY 2024
Employee Benefits Expense	\$ 5,513,344	\$ 5,451,333
Depreciation & Amortisation	\$ 189,490	\$ 226,723
Program Costs	\$ 165,923	\$ 245,947
Admin & Property Costs	\$ 172,210	\$ 203,016
IT & Communications	\$ 140,803	\$ 135,751
Marketing & Promotion	\$ 78,695	\$ 183,812
Finance Expenses	\$ 68,922	\$ 71,638
Other	\$ 124,873	\$ 526,245
TOTAL EXPENDITURE	\$ 6,454,260	\$ 7,044,465
SURPLUS / (DEFICIT) FOR THE YEAR	\$ 135,046	(\$ 580,954)



approximately \$35,000 investment in Cyber Security



\$15,000 investment in Risk Management Training



approximately \$300,000 investment in Quality Function and Systems

Statement of Financial Position as at 30 June 2025

ASSETS	FY 2025	FY 2024
CURRENT ASSETS		
Cash and Cash Equivalents	\$ 801,507	\$ 610,604
Trade and Other Receivables	\$ 679,785	\$ 573,363
Other Financial Assets		\$ 500,000
Other Assets	\$ 47,017	\$ 92,241
TOTAL CURRENT ASSETS	\$ 1,528,309	\$ 1,776,208
NON-CURRENT ASSETS		
Trade and Other Receivables	\$ 27,800	\$ 27,500
Other Financial Assets	\$ 1,300,000	\$ 1,000,000
Property, Plant and Equipment	\$ 898,474	\$ 994,641
Intangible Assets	\$ 25,286	\$ 9,099
Right-of-Use Assets	\$ 656,177	\$ 861,450
TOTAL NON-CURRENT ASSETS	\$ 2,907,737	\$ 2,892,690
TOTAL ASSETS	\$ 4,436,046	\$ 4,668,898
LIABILITIES	FY 2025	FY 2024
CURRENT LIABILITIES		
Trade and Other Payables	\$ 571,000	\$ 729,441
Lease Liabilities	\$ 52,692	\$ 87,802
Short-term Provisions	\$ 80,000	\$ 80,000
Employee Benefits	\$ 133,334	\$ 142,907
Other Financial Liabilities	\$ 18,999	
Other Liabilities	\$ 452,144	\$ 463,946
TOTAL CURRENT LIABILITIES	\$ 1,308,169	\$ 1,504,096
NON-CURRENT LIABILITIES		
Lease Liabilities	\$ 678,970	\$ 838,823
Employee Benefits	\$ 144,912	\$ 157,030
TOTAL CURRENT LIABILITIES	\$ 823,882	\$ 995,853
TOTAL LIABILITIES	\$ 2,132,051	\$ 2,499,949
NET ASSETS	\$ 2,303,995	\$ 2,168,949
EQUITY		
Retained Earnings	\$ 2,303,995	\$ 2,168,949
TOTAL EQUITY	\$ 2,303,995	\$ 2,168,949

Your Support has Never been More Impactful



Thank you!

Our Corporate and Industry partners

AX3
Administrative Review Tribunal
Ageing Australia
AWD Digital
Consumer Affairs Vic
DANA
DARU
Destra Law
Disability Services
DNV
Dolphin Solutions
Ethnic Communities
Invox
McArthur Management
NDIA
Roctel
Russell Kennedy
Salt Legal
Services Australia
Sixgun
Telephone Interpreter Services
Tradewind
VCAT
Worksafe Victoria

Our Funders

Carers Victoria
City of Darebin
Department of Families, Fairness and Housing
Department of Health, Disability & Ageing
Department of Social Services
National Disability Insurance Scheme
AMES
Anglicare Victoria
Araluen
Australian Disability Services
Ballarat and Grampians Community Legal Service
Ballarat Times
Banyule City Council
Barwon Community Legal
Barwon Health
Cabrini Health Outreach
CAFS - Ballarat
Carers Gateway
Chisholm Institute
Dandenong City Council
DPV Health
Filipino Community Council of Victoria Inc.
Foundation House
Geelong Council
Geelong Radio Station 947 - the pulse
Good Shepherd
Grampians Health
Grows Australia
Hearing Australia
Homestead Community and Learning Centre
Hume City Council
IPC Health
Legal Aid Victoria
Meli - Geelong
Monash Health
Multicultural Centre for Women's Health
North East Melbourne Chinese Association
Northern Health
Omid NDIS Support Service
Opal Health
Paddy O'Donoghue Centre

Our Community Partners

Polish Community Council Victoria
Positive Partnerships
Reservoir Library
Rights Information and Advocacy Centre
Scope
Southeast Monash Legal Services
Southern Migrant and Refugee centre
Star Weekly
Tandem Carers
The Royal Women's Hospital
Vicinity Centres
Victoria Police
Victoria University
Vision Australia
Wayss
Westjustice
Whittlesea Council
Women's Health West
Wyndham Council

Other Stakeholders and Partners

Archway Psychology
Artful Warrior - Lee Agius
Cloverdale Community Centre
Connected Fitness with Steve
Creativity Australia
Duke Street Community House
Geelong Self Defence
Grow Clinical Psychology
Janette Anderson, Physio - Tai Chi
Johns Creative Art Therapy
Junko Azukawa - Art Therapy
Keon Park Children's Centre
Mindful Meditation with Linda
The Vines Community Centre
Victorian Electoral Commission
Yoga Migos



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