

Australian
Croatian
Community
Services



Australsko
hrvatske
društvene
usluge

30TH

ACCS
30 Years of Proud Existence!

ANNUAL REPORT 2013-2014



Australian Croatian Community Services Inc

From the time it was established, Australian Croatian Community Services (ACCS) has become an important part of Victorian Multicultural Society and a growing source of support for many. Crucial to the longevity of ACCS, has been its ability to grow and change with evolving community needs; from initial arrival settlement services to now serving the ageing population. ACCS is also now attempting to extend its services to second and third generation Australian Croatians.

Our Vision

Full participation of the target communities in the social, cultural and economic life of the wider community

Our Mission

ACCS' mission is to provide an extensive range of culturally and linguistically appropriate services and programs to people from Croatia and Bosnia-Herzegovina.

All services and programs assess and address the needs of our target group in a person centered, holistic, responsive, equitable and non-discriminatory manner

Our Values

Social justice, Equity, Fairness, Empowerment, Respect, Excellence, Diversity, Openness, Integrity, Innovation, Generosity & Passion

"Excellence in service delivery through continuous improvement"



This Year's Highlights

| | |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| August 2013 | Strategic Planning May 2013 – Pathways approved by COM |
| September 2013 | ACCS HACC Diversity Plan recognised as one of the best in the region – CEO presented the Plan at North West Region Consultation Forum (9 September) |
| September 2013 | Special project – City of Casey funding for “Food and Friendship” Project. Cooking classes for Croatian elderly |
| October 2013 | “Office Lean System” introduced |
| October 2013 | 4 Picket Street office was vacated and ACCS moved into new premises, twice as big, 4-8 Parker Street, Footscray, 23 October |
| November 2013 | Funding approved by Aged Care Innovation Network, after Reform Ready Review process was undertaken. |
| November 2013 | Online survey into the needs of Younger people of Croatian ancestry launched. |
| December 2013 | ACCS received an award - Victoria’s Multicultural Award for Excellence - Meritorious Service to the Community, 3 December (by Governor Chernov) |
| July 2013-June 2014 | Preparations are being done for the implementation of a new model of Care at Home – CONSUMER DIRECTED CARE – trainings and workshops attended by relevant staff, documentation prepared as per new legislative requirements |
| February 2014 | Men’s group (6 months project) launched in the City of Casey, Brokerage funding received from the Casey City Council |
| March 2014 | ACCS participated in a Croatian Community Event “See Hear Taste” |
| April 2014 | Traditional Croatian candle making workshops organised |
| April 2014 | DSS - Funding received Community Visitors Scheme program (3 years) |
| April 2014 | DSS/DOH - Growth funding received for volunteer coordination in the South and two planned activity groups expansion in the North, under Home and Community Care Program |
| May 2014 | Philanthropic funding received for one off project - “Connecting communities” |
| June 2014 | ACCS celebrated 30th anniversary of the Incorporation by conducting a Gala Night (14 June) |



About Australian Croatian Community Services Inc

Committee of Management

| | |
|--------------------------|---------------------------------------------------------------------------------------|
| Chairperson | Dr Vladimir Vizec |
| Vice Chairperson | Michael Pernar |
| Treasurer | Linda Paric |
| Secretary | Maria Radoslovic |
| Committee Members | Rosalie Marinov (until November 2013) John Sipek Ivana Buljan (until June 2014) |

ACCS Staff

| | |
|----------------------------------------------|--------------------------------------------------------------------|
| CEO | Franci Buljat |
| Finance Officer | Ivanka Rogic |
| Program Manager HACC | Lily Silic |
| Program Manager HCS | Marina Rozic (HCP North West) |
| Program Manager | Gordana Dudovic (HCP South and East) |
| Brokerage Services Liaison Officers | Mirjana Mihoc Silvana Pavlovski |
| Liaison Officer ACSIHAG | Silvana Pavlovski |
| Coordinator HACC | Danijela Dabo |
| Coordinators PAG | Senada Ekic (North West) Darko Kotevski (Southern Metropolitan) |
| Case Work | Senada Ekic (Footscray office) |
| Office Administrator and Case Work | Rosie Jurina (Dandenong office) |
| Literacy Programs | Rosie Jurina |
| Project Officer | Anne Blight |
| Administration and Project Officer | Roko Zaper (Until April 2014) |
| Tutors - English and Computer Classes | Marija Grgic Darko Kotevski |
| Tutors - Croatian Classes | Marijana Pokrivac Zdravko Rajic |



Direct Care Staff (HCP and Brokerage)

North West Region

Atanasova Milojka
Bionda Jasminka
Brekalo Mirjana
Cicak Ermina
Ignatovic Silvana
Jakicic Bozena
Kaloci Steven
Konjevic Milena
Mateski Zaklina

Matkovic Ankica
Mecanovic Dragica
Pavleka Mira
Raic Valerie
Salic Berta
Tokic Steven
Vucica Mila

South and East Region

Ambros Zdenka
Basic Brigita
Delac Miroslav
Garic Ivanka
Goja Ljiljana
Guljas Katica
Omer Maja
Radivoj Jasminka

Volunteers

North West Region

Benic Ankica
Cvitkovic Marica
Bosnjak Klara
Dijanac Josip
Dobrovoljski Josip
Dominovic Ante
Herceg Josipa
Hodinj Stefka
Jakicic Bozena
Jezovita Dragica
Kanjuh Vlado
Kralj Nada
Koch Antun
Kopriva Bozenka
Muhvic Dragica
Muhvic Rudi
Olga Valencic

Mrso Kata
Matulovic Ivan
Mikolas Katarina
Paric Manda
Perkovic Ruza
Radoslovic Milena
Ritosa Mirjana
Romic Ana
Serifi Melanie
Sumbera Ana
Sumic Sofija
Tonkovic Suzana
Tomic Ana
Tomic Branko
Tominac Dragica
Vorotnjak Paula
Wuglach Sofija

Southern Metropolitan Region

Antonic Martin
Culanic Antonia
Culjak Marija
Galovic Kata
Ivicevic Janja
Milanovic Katica
Pajic Tanja
Papak Darija
Simunic Stefica
Vargovic Suzana



Chairperson's Report

Dr. Vladimir J. Vizec (MBBS Monash)
Chairperson



It has been a privilege to chair Australian Croatian Community Services (ACCS) over the past 12 months and to see it continue to develop as a respected and professional NFP direct service provider. The task has been made easier through the talented team we have, whose efforts and enthusiasm have allowed us to continue to provide an extensive range of culturally and linguistically appropriate services and programs to people from Croatia and Bosnia-Herzegovina.

We have had some changes in staffing and on the Committee of Management (COM). The contribution to the organisation of those retiring has been publically acknowledged, and I would particularly like to thank our previous Chair, Michael Pernar, who has been instrumental in the successful development of ACCS. Fortunately for us, he remains on the COM.

Funding remains tight and we are dependent on our volunteers and COM providing their time and services free of charge. Nevertheless, as well as providing the services that we are funded for, we have been able to respond to the needs of the broader Croatian community (including youth and young mothers), whilst remaining fiscally responsible and satisfying all of our legislative requirements.

Our 30th Anniversary Gala Dinner Celebration was a resounding success with a Who's Who of guests and dignitaries experiencing the hospitality that only our

people know how to provide. These achievements were all possible because of the inspirational guidance of our CEO Franci Buljat, along with the talent and hard work of her staff.

The future holds challenges with a 'Consumer Directed Care' model being implemented, and funding responsibilities becoming more centralised in Canberra. To meet these challenges, we are putting together an experienced and dynamic COM to guide the organisation and assist our CEO. As well as this we will continue to ensure that our staff take advantage of the personal and professional development opportunities presented to them.

I am pleased to present the ACCS Annual Report 2013-2014.

Chief Executive Officer's Report

Franci Buljat
ACCS Chief Executive Officer



I am pleased to report on another successful year for Australian Croatian Community Services. It is a delight to lead an organisation with dedicated volunteers, talented and passionate staff and Committee members who continue to provide quality and culturally appropriate care and support to our target community.

2013-2014 marks the first year of the implementation of Strategic Pathways. It is my pleasure to report on the following achievements:

Pathway 1 - PROVISION

ACCS has been providing a range of community care and support services, maintaining current program areas at full capacity. This year saw a growth in funding of Home and Community Care Program, for two new Planned Activity Groups in the North and volunteer coordination in the Southern metropolitan regions.

Pathway 2 - DIVERSIFICATION

ACCS has now a solid presence in the northern regions of metropolitan Melbourne, with an office hub in Preston, establishment of a new Planned Activity group operating from Dallas and additional PAG in Bundoora. This year marks the start of the investigation and planning to expand the services to second and third generation Australian Croatians. Online survey into the needs of younger people of Croatian heritage was created, along with the questionnaires distributed at the community events.

Pathway 3 - RESPONSIVENESS

New 5S lean office system has been introduced, in order to eliminate waste and non value-add activities, while improving efficiency without sacrificing safety. As a response to the growth of programs and staff, ACCS Footscray office moved into bigger premises in October 2013.

Pathway 4 - LEADERSHIP AND GOVERNANCE

ACCS is striving to provide excellence in leadership and organisational management, responding to the changing industry requirements. Preparations have been made to embrace a new system of caring for people, known as Consumer Directed Care. ACCS undertook an extensive 'Reform Ready Review' process, funded by the Aged Care Innovation Network and secured funds to implement the recommendations indicated by the final report.

Pathway 5 - BRANDING

ACCS celebrated 30 years of its proud existence in June 2014, and used the occasion of Gala Night to increase awareness and information provision not only to target communities, but also to the sector. It is with great pleasure that I also announce ACCS having received a Multicultural Award for Excellence – Meritorious Service to the Community, presented by the Victorian Governor, the Honourable Alex Chernov in December 2013. Well deserved!

It is indeed a privilege to serve Australian Croatian Community Services and I wish to express my thanks to the Chairperson, Committee members, staff, volunteers and funding bodies for the part they played in the past year, and hope that with their continued support ACCS will be able to provide bigger range of even better services to our community!

Thank you!

Supporting Community at Home



Marina Rozic
Program Manager - HCS

HOME CARE PACKAGES (HCP) North West Region

September 2013 marked my 7th anniversary as an employee of ACCS. Time has flown. I am pleased to report that 2013 - 2014 has been another successful year, with twenty five clients well supported with a greater variety of services delivered in order to meet their ever increasing needs.

The past year was one of a major reform in the Aged Care industry and ACCS has entered a period of significant change. Those changes will bring new challenges – increased competition, changed funding models, increased demand, increased client choices and need for more flexibility.

As we continue to implement these changes, there will be certain financial challenges to overcome for our Home Care Support program. Our objectives include continuation of building on our quality service provision and offering the best quality care to our clients. Our aim involves empowering each client to make individual choices about their support options and their lives.

ACCS was successful in receiving funding in early 2014



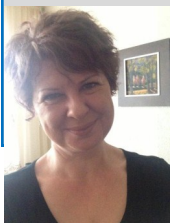
to purchase laptops for CACP clients to increase communication between them, their manager and also family. This program has proven to be very successful and beneficial as clients are now able to communicate via Skype. Five NW HCS clients received laptops and a one year prepaid internet connection.

Many compliments from clients' family members confirmed the importance of ACCS's role within the community. ACCS plays a vital role in the lives of many and will continue to do so in the future. This positive feedback is largely due to the tremendous work undertaken by our dedicated Direct Care Workers who interact daily with clients and help them to remain independent.

INTERESTING FACTS IN 2013-2014

- Age range NW HCP clients varies between 72-89 years of age
- In 2013, DCW Milena Konjevic received a recognition award for five years employment with ACCS
- The actual hours provided to an individual client varies depending on their needs; on average last year our DCWs worked 71 h per week, assisting 25 clients, who also receive other types of services, like home maintenance, lawn mowing, transport to and from appointments
- Three clients attend Planned Activity Group in Footscray and three in Deer Park. The clients actively participate in group activities or go on outings when organised.
- 23 out of 25 clients attended ACCS's annual Christmas lunch at Croatian House, Footscray.

Home Care Packages Direct Care Staff with Program Manager



Gordana Dudovic
Program Manager HCP

HOME CARE PACKAGES (HCP) South & East Region

This has been a busy year for HCPs with a turnover of consumers, training sessions, meetings, conferences, new policies and procedures and changes in the Aged Care Industry itself. It was an eventful and productive year, not leaving much spare time for anyone involved in HCPs.

Over the last 12 months, Home Care Packages Program (HCP), or Community Aged Care Packages Program (CACP), as we still like to call it, went through many changes to meet with the challenges of recent changes in government legislation. In 2012, the Commonwealth Government released its 'Living Longer Living Better' Aged Care Reform, which provided a blueprint for the next decade. Whilst many of these changes have already commenced, the introduction of Consumer Directed Care (CDC) Home Care Packages, will effectively take over existing CACPs by July 2015.

Another reform, the Aged Care Gateway, which commenced in July 2013, offers a National Call Centre and My Aged Care website. This will be developed and fully implemented into the fully functional Aged Care Gateway by 2018. Other reforms will also impact on our existing programs such as Home and Community Care (HACC) which will be rolled into the new Commonwealth Home Care Support program from July 2015.

ACCS has continued to actively engage its clients and their families to find out ways of improving its services to become even more client focused. While our service has always been client centred, there has been an expansion of the concept 'consumer-centred care' approach that emphasises consumer choice to enhance the potential for older people to achieve their goals and live independently at their home. In

the coming year, the focus will be on improvements in the areas of home care packages particularly strategy, finance, governance, risk management, technology and reporting.

Our service goes beyond assisting clients at home with shopping, cleaning, personal care etc. but bringing them together to build new friendships and to be socially involved in the community they were once part of. We have included clients in our annual Christmas party and in activities in conjunction with our Planned Activity Groups such as silk paintings, candle making or educational information sessions.

Our future plans are to increase the number of packages in the Southern region where there is an overwhelmingly high demand and waiting list. It has been a busy but very successful and productive year. I would like to say "Thank you" to all my work colleagues, network agencies and service providers for their dedication and hard work. A special mention also to our Direct Care Workers for their commitment and efforts in the last 12 months.

On a personal note, my work and role has and continues to be fulfilling and challenging. I look forward to many more successful years with ACCS.



HCP and Brokerage South and East Direct Care Staff



Supporting Community at Home

Brokerage Services North West Region

Mirjana Mihoc - Brokerage Services Liaison Officer

ACCS Brokerage department has experienced a successful year of support service delivery. The number of clients has almost doubled this past year as a testament to the quality of service delivery. Brokerage North West currently provides services to 42 clients through 10 external agencies with whom we have continued to strengthen our long term working relationships.

These agencies include:

- Benetas
- RDNS
- CareConnect
- Bapcare
- Salvation Army
- Southern Cross Care
- Brotherhood of St Laurence
- Carers Victoria

At ACCS we understand that having a loved one who cannot cope with care needs at home can be a stressful situation for the whole family.

Brokerage department encompasses service delivery and coordination of staff and as well as assisting community members with navigating the aged care system. We journey with potential clients and their families to assist them with navigating the aged care system to access our support services in the home. Croatian speaking Community Support Workers are preferred by most Croatian elderly and their families because of the ease of communication that a common language base and cultural background can bring.

We pride ourselves on excellence in care to not only our target communities but to the wider community we provide services to. Currently 28% of the Brokerage clientele are from a non-Croatian, Bosnian and Herzegovinian or Macedonian and Slovenian background. Our clients are drawn to the quality of service delivery and enjoy the cultural touch of our services.

Wednesday, 28 May 2014 1:59 PM Case Manager from Carers Victoria;

'This is the first time this client has received care and she was overwhelmed with the positive impact of DCW support. She was so well matched and really lifted client's spirits which lasted well after carer left. I can't express how beautiful that was to hear from the client.'

Friday, 5 September 2014 3:59 PM Client;

'Even though I am not Croatian, I love having my cooking service from the Australian Croatian Community Services because I enjoy the European style cooking and this is really important to me'.

Friday, 5 September 2014 3:59 PM Community member;

'I have received so much valuable information and support from you during this phone call and I am now more aware of the services that are on offer in the community that I never knew existed! Thank you so much for your support I wouldn't know what to do without it!'



Brokerage Services South East Region

Silvana Pavlovski - Brokerage Services Liaison Officer

ACCS is ensuring that every client has choice and control. The number of brokerage clients in the South and East has continued to grow. To date, there are 31 clients using our services through external agencies.

- Brokerage agencies in the South and East include:
- Bapcare
- Benetas
- Community Support Options
- CareConnect
- RDNS
- Villa Maria
- Brotherhood of St Lawrence
- Access Care Southern

ACCS good relationship with agencies has continued to strengthen, and our continuous strive for excellence in service provision has resulted in an increasing number of packages offered to our clients. As a result of the high demand, high standard of care and ACCS professionalism, additional hours of services have been added to a number of clients.

The opportunity arose for ACCS and Bapcare to work more closely together to meet the needs of clients who were in an urgent need of a package or transfer existing current ACCS clients onto a higher level package. We aim to record and acknowledge the partnership and working arrangements that are currently in place and hopefully extend them. Currently there are seven clients signed with Bapcare Agency.

Many people in need are waiting for ACAS assessments to take place, the urgency for service provision however has led to us catering for private (full) fee paying brokerage clients. Two clients are currently paying full fees for service provision.

Training for staff management has also been made available with the opportunity to attend Bapcare's Case Conference meetings "Think Tank" and trade days.

ACCS's Brokerage program in the south and east, employs five Direct Care Workers. With the number of clients on the rise, there is a constant need for new bilingual Direct Care Workers. Effective selection and recruitment is critical in the success of attracting and retaining the right staff.



Direct Care Staff Professional Development

Meeting Other Community Members

Planned Activity Group North West Region - Whittlesea

Lily Silic - Program Manager HACC

What to say about this group of wonderful ladies?

They are always on the go, looking forward to new projects that will make full use of their talented skills. You might remember last year they happily agreed to take part in an activity that ACCS did in partnership with InTouch. The project titled “Culturally and Linguistically Diverse Communities Leading the Way to Respectful Relationships”, resulted in the women knitting and crocheting two beautiful rugs. We used this opportunity to discuss respectful relationship and violence within the family setting.

The project was officially launched in December 2013 at the Lalor Library but had its final wrap up on the 19th March, 2014 at the Melbourne Town Hall with Lord Mayor Robert Doyle as one of the keynote speakers. I must admit that I was so overwhelmed with joy and honour these women portrayed at these launches while displaying their work. Their faces shone with happiness and with great pride for themselves, their work and the community they belong to.

Now that the project is completed, the rugs will very soon be hanging on the walls at ACCS Footscray office.

As the project had come to an end, the women were

interested and questioned whether it would be possible to be involved in another activity.

As the weather was becoming colder and days shorter, I suggested if

they would be

interested in knitting for the homeless. Without question, the idea was accepted; material bought and two months later warm garments were donated to the Sacred Heart Mission.

This year ACCS was successful in securing additional funds for an additional group: PAG High. As a part of the commitment, we were required to organize additional outings for clients that were transferred to the high group.

The outings were planned and work colleague Darko Kotevski led all six events. The ladies who took part in the outings were ‘overwhelmed’ with Darko’s positive attitude as well as the places that were visited. There was never a dull moment in the group. The Active Service Model is in full swing. The group religiously has lunch at the local restaurant twice a month. The owners now know the group personally and even greet each group member on arrival which makes them feel welcome and special.

As some of ladies are “sports oriented”, there is the occasional bocce competition, weather permitting or when the ladies are up to it. Other group activities include playing their favourite games: bingo, rumah, trouble and cards.





Planned Activity Group North West Region - Footscray & Deer Park

Senada Ekic - Coordinator PAG

Planned Activity Group (PAG) meetings provide an opportunity for people to share their culture, language, interests and even worries but feel great when they are together. Members of our groups meet every Wednesday in Deer Park and every Friday in Footscray. There are a lot of laughs especially when sharing their life/daily experiences. Sometimes we laugh, sometimes we cry, but that's all fine because we are there for each other. We are humans and we don't like to be alone all the time.

PAG also enables participants to learn new things through information sessions. This past year, group members increased their knowledge on dementia, living with it and caring for someone who has dementia. Other topics included: Healthy eating habits, Finances for elderly, Social security services and changes to pension, Will making and Recycling. During the planning stages for 2014, the two PAGs expressed interest in combining activities and working on joint projects. The groups made jumpers for little penguins that have been saved from an oil spill. Their handmade blankets were distributed for Croatian speaking residents at the 'Aged Well' Aged Care facility. We were pleased to see their smiles and joy when receiving the gift. The Croatian speaking residents also joined us for lunch at Community Bites. Gateway community lunches are for community members to gather and enjoy a nutritious meal and socialise in a warm friendly environment.



our Footscray office. We taught them how to make bread and traditional Croatian chicken soup. In exchange, they gave the participants a basic health check - looking into their eyes, checking their ability to walk, measuring their heart rate and blood pressure. It was a great day that was followed by lunch.

We visited the St Albans Dinamo seniors group and celebrated Mothers and Father's day with other senior Croatian community members.

As part of the 2015 Anzac Commemoration, the 5000 Poppies project will be "planting" a field in Federation Square Melbourne as a stunning visual tribute to Australian servicemen and women for more than a century of service in all wars, conflicts and peacekeeping operations. ACCS is taking part in this project with all PAG groups!

Overall, we are pleased to report that the number of clients attending the groups has increased and ACCS will continue to run its highly successful PAG program.



Meals are prepared by a qualified chef, assisted by a team of both Gateway and Corporate volunteers. Food was great and atmosphere fantastic.

We also had the honour of hosting ten Melbourne University medical students in



Meeting Other Community Members

Planned Activity Group Southern Metropolitan Region

Danijela Dabo - Coordinator HACC

During the past year ACCS successfully continued its provision of social support services to frail, isolated members of the Croatian community in the Southern Metropolitan Region.

We currently run two groups in the Southern Metropolitan Region and both are based in Endeavour Hills. The groups meet on a weekly basis - every Tuesday and Friday, excluding public holidays and over the Christmas period. The Tuesday group is mixed whilst the Friday group is a female only group. Both groups eagerly anticipate each fortnight, as they receive a traditionally home cooked meal prepared by our one and only chef, Ljiljana Goja. The male participants, especially those who are widowed, benefit from it as for some it is the only home cooked meal they have that week.

Throughout the year the groups participated in a variety of training and information sessions organised by the PAG Co-coordinator. These have included: Legal Information presented by Linda Paric; Naturopath and Incontinence seminar by TENA representatives; REGIS nursing homes information session; Diabetes and Alzheimer's disease information session.

Day trips also played an important role in the continuation of implementing and advocating the ASM. Some of the more notable outings were:



The Tulip Flower Festival in Silvan;
Day trip to Philip Island;
Excursion to The Old Cheese factory in Berwick;
Scienceworks;
and the beautiful Fitzroy Treasury gardens.
The Monday men's PAG group also joined

in on a number of outings. They included: Wilson Botanical Park in Berwick, Mordialloc foreshore picnic, Klusca Polish restaurant in Dandenong and Food Star Buffet in Narre Warren to just to name a few.

There were a number of highlights throughout the course of the year that need special mention. The 'Maskare' party at Dandenong City Club rooms; the combined Southern and North West 80's party also held at Dandenong City and the Christmas Party at the Croatian Dom in Footscray. These events would not have been successful if it wasn't for the careful planning and organising skills of group leader, Danijela Dabo.

We'd like to thank all our consumers for attending regularly and supporting us. Special thank you to the City of Casey for providing premises and community buses for transportation when needed to our outings/excursions. Finally, all of ACCS staff for their support throughout the year.



Participants Feedback

"Yesterday was a truly memorable day" J J (29.04.2014) 80's party

"Dear Danijela, thank you for everything today, you are our medicine for our soul and body" S D (29.04.2014) 80's party

"Thank you for yesterday's amazing festival" V D (Maskare party).

Planned Activity Group Men – Casey

Darko Kotevski - Men's Group Coordinator

Late last year, Australian Croatian Community Services was successful in signing a brokerage partnership with the Municipality of Casey for a short term 6 month project. The PAG program was exclusively for older men of Croatian origin who were residents of the same municipality.

The group of 13 men meets every Monday in the premises of the Senior Citizens Centre, 115 James Cook Drive, Endeavour Hills. Participants are also encouraged and participate in joint activities with other Croatian PAGs in the Southern Region.

Our highlights for the year:

On Valentine's Day 2014, three PAG groups joined together for lunch at the Dandenong RSL.

Coordinators Danijela and Darko organized symbolic gifts - roses for women and heart shaped chocolates for all the men.

"Oh, this is so nice. I might fall in love again." -N.V.

The Men's Group participated in a very informative legal session at Dandenong City Soccer Club.

To make the most of warm days, the group participated in a combined picnic in March at The Wilson Botanical Gardens, Berwick. With quite a large presence, all three groups happily enjoyed a BBQ and Croatian homemade cakes. Some men even assisted with cooking the BBQ.



A guest from Croatia, held a very successful information session for the PAG members entitled "Challenges of the Third Age".

Everyone loved the combined PAG group trip to Phillip Island.

All members enjoyed the magnificent views, beautiful weather and fantastic lunch.

"This kind of socialization is like real medicine for the soul... I always enjoy these outings tremendously" - J.J.

The men also had another opportunity to join the other two PAG groups for a BBQ picnic on the Mordialloc Foreshore. The highlight of the picnic was when the whole group rejoiced in a sing-a-long of traditional Croatian folk songs, which attracted some attention from people at the picnic site.

A spectacular dress up party with an 80's theme was organized at Dandenong City Soccer Club premises in April 2014. Most of the Men's PAG group members joined other PAG participants in this very successful, joyful and funny gathering. Even some special guests from the City of Casey appeared wearing some original masks to mark the themed occasion. The meal was prepared by the very professional and friendly kitchen staff at the venue.

In early June 2014, the Men's PAG group along with some men from the Tuesday PAG travelled to Meriz Winery, Noojee, Gippsland on a day trip. Our members were guided through the property, the vineyards and winery, and later visited the nearby trout hatchery ALPINE TROUT FARM.

"Outings like this should be organized at least every month ... that is what we need!" (AN)

We are confident in our member's commitment and eagerness for the future development of this program, activities and ventures. The needs of the participants are paramount.

Volunteering Within Community

Friendly Visiting Program North West Region

Lily Silic - Program Manager HACC

Volunteer coordination is both interesting and challenging at the same time. Matching the right volunteer with the right client in some instances requires lots of patience and skill. For some people having someone visit for coffee or just a friendly word means the world. Knowing your clients, their personality, what they like or dislike saves a lot of anguish when pairing people together. In many cases volunteers and clients develop a great bond, and I admire them for that.

Many clients require transport so they can visit senior groups and meet their friends, to socialise, hear news and be informed with what is happening in the community. The socialisation is the key factor and they are very grateful for being given the opportunity to be accepted in the program. Comments and verbal feedback are always welcome and are a driving factor that helps us staff get over challenging situations.

Aside from senior groups, volunteers also provide transport to our Planned Activity Groups (PAG). One participant from the Bundoora PAG quoted *"I look forward to Monday. I love coming to this group and if there wasn't this group and volunteer to bring me*

here I would be sitting at home on my own. "

There have also been challenging situations where we have not been able to accommodate client's needs. In these instances, the client was looking for more than volunteering programs as their needs were greater. As a result, they were referred for additional services.

All of our volunteers are Croatian speaking, warm hearted people ready to assist those in need. The organisation recognises their commitment and efforts and this was displayed at ACCS's 30th Anniversary Gala Dinner. Four volunteers were recognized for their effort, passion and dedication for ten or more years of service. They were: Manda Paric, Mirjana Ritosa, Rudi Muhvic and Suzana Tonkovic.

I thank all past and current volunteers from the bottom of my heart. Without them, not only would my program be difficult, but there would be many more lonely and isolated people in the community.



Friendly Visiting Program Southern Metropolitan Region

Danijela Dabo - Coordinator HACC



Once again our dedicated staff with enormous support of our tireless volunteers managed to enrich lives of people using our services through regular home visitation.

While some seem to manage pretty well on their own and are quite independent, others struggle. Very often a knock on the door and a greeting in Croatian is all one needs to brighten up their day.

The successful growth funding of the Friendly Visiting Program (FVP) in the Southern Metropolitan region commenced in April 2014. We currently have 11 dedicated volunteers and 16 clients as a result of this additional funding.

In the past year, volunteers once again proved to be a driving force in successful service delivery. They generously donated their valuable time, smile and a kind word to those who longed for human contact, were isolated, forgotten or rejected by the community they belong to.

To continue professional development and training, as co-ordinator of FVP it was important to organise sessions relevant to the volunteers. Two significant sessions were First Aid training and Basic Food handling. They were vital as they prepared the volunteers for visitations in homes and when assisting in PAG groups.

The volunteers also participated in the following information sessions:

- Legal Information presented by Linda Paric;
- Naturopath and Incontinence seminar by TENA representatives;
- REGIS nursing homes information session;
- Diabetes and Alzheimer’s information session.

“Volunteers deliver support and services at minimal cost to those in need and as such, are integral to the smooth operation of today’s community. But there is another benefit to volunteering. This is the notion that volunteering not only delivers a service and a socially beneficial outcome, but it also binds the individual volunteers into the community” - **Volunteering Victoria.**



Community Visitors Scheme

ACCS has been fortunate this year to receive a small funding under the Community Visitors Scheme (CVS), a federally-funded program to promote links between people living at home and in Government funded Aged Care Homes. The CVS aims to enrich the quality of life of residents/clients who may be socially isolated or lonely – whether for social or cultural reasons, or due to disability. For this financial year and the next ACCS is funded to provide volunteer support for five clients receiving Home Care Packages in the East Metropolitan Region.

Providing Information to the Community

Aged Care Service Improvement and Healthy Ageing Grant (ACSIHAG)

Silvana Pavlovski - ACSIHAG Liaison Officer for Victoria

ACSIHAG program has been designed to help seniors become more aware of various Australian aged care support services. It has also provided us the opportunity to work in collaboration with other service providers in joint information sessions. This year we covered a wide range of topics: Diabetes, Healthy Living, Alzheimer's, Hearing, Stroke, Family violence, Carers, Mental health and depression, Incontinence, General Health, Aged Care Options including Nursing Homes and Respite and CDC Reform.

In order to reach out to more seniors in the Croatian community, media and ACCS website are used extensively. The site is active and new information is uploaded on a regular basis. In particular, up to date information on the Aged Care Reform. ACCS website also includes an updated directory with contacts to Croatian speaking health professionals such as GPs, dentists, psychologists, etc.

ACCS's newsletter 'Skrbnik' has been a very popular form of written communication within the community. The newsletter is published twice a year and all ACCS stakeholders receive a copy.

The ACSIHAG program has been able to introduce craft activities as a form of interaction with individuals and in a group setting. They have proven to be very popular, particularly the "Traditional Croatian Candle Making Activity" with Kalyna Care.

Aged Care Reform has continued to be on the agenda and although an extensive information campaign was undertaken in 2012/13, it has continued on in 2013/14. It was important to ensure that sufficient information was relayed and questions answered. Media sources SBS, 3ZZZ radio, Channel 31, Croatian Herald newspaper and ACCS newsletters have been used extensively.

There were also numerous requests for cultural briefings and communication by service providers. 17 agencies providing Home Care Packages requested training and cultural briefings that would help them effectively communicate with their current and potential clients.

As one of the highlights it is worth mentioning ACCS partnership with Regis in the southern region, which has intensified this year. The facility recognises that there is a need for additional cultural and linguistic care of its residents, a need for Croatian residents to maintain their cultural identity. The facility recognises that the Croatian community cares about its members ensuring that they are not isolated or secluded in any service delivery.

Resources

- The Booklet '*Resource Manual 2014*' was developed and distributed to Aged Care service providers. The Manual is a collection of information pertaining to the Croatian community and includes details such as history, tradition, customs and language.
- The '*Healthy Choice*' Booklet was also developed to promote healthy ageing to community members. The purpose of the booklet was to collate easy to understand basic information on ageing health issues and contact details of appropriate services. 200 copies were distributed to community members.



Thirty years of history don't just happen. They are result of a passion, dedication and efforts of selected individuals within a community.

Our Gala Night was a perfect opportunity to recognise these people who had made a difference in the life of our organisation!

ACCS

30 Years of Proud Existence!



| | |
|------------------------|-------------------------------------------|
| <i>Linda Paric</i> | <i>Long service as COM and staff</i> |
| <i>Rosie Jurina</i> | <i>Long service as staff</i> |
| <i>Jasminka Bionda</i> | <i>Long service as Direct care worker</i> |



| | |
|-------------------------|--------------------------------|
| <i>Jozo Pavlovic</i> | <i>Founder</i> |
| <i>Josip Cuk</i> | <i>Founder</i> |
| <i>Nick Neary</i> | <i>Wrote first application</i> |
| <i>Gordana Blazevic</i> | <i>First paid staff</i> |

| | |
|------------------------|------------------|
| <i>Manda Paric</i> | <i>volunteer</i> |
| <i>Mirjana Ritosa</i> | <i>volunteer</i> |
| <i>Suzana Tonkovic</i> | <i>volunteer</i> |
| <i>Rudi Muhvic</i> | <i>volunteer</i> |



Croatian Embassy Award Recipients



1984

This year Australian Croatian Community Service incorporated.

A highlight was Gala Night, held in the evening of Footscray. This was a spectacular and memorable event with politicians, industry representatives, Croatian community members. The night opened with the performance of Brimicom. There were speeches, history presentation and entertainment. It was a night to remember as these photos will tell the story. We sincerely thank our sponsors who helped us.

- ▶ **MAIN SPONSORS:** AHD Melbourne, I & D Group
- ▶ **SUPPORTING SPONSORS:** MSM Rigging, IBM
- ▶ **MEDIA SPONSORS:** MBE Printing, Croatian Herald

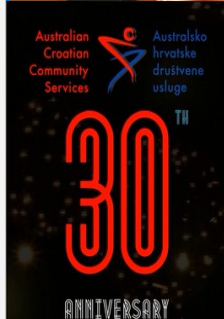




4 - 2014

s (ACCS) celebrated 30 years since formal
f Saturday 14 June 2014, at the Croatian House in
e night enjoyed by all 350 guests, including
community members, our clients, volunteers and staff.
ank Multicultural Community Choir, following the
nt.
ell you their stories!
in making this event possible!

up
Cranes, Victorian Multicultural Commission
erald, 3ZZZ – Croatian Language Program





We thank everyone who attended our Gala Night Celebration, but would like to recognise those who spoke on the night acknowledging Croatian Community struggles and achievements and the importance of the organisations like ACCS!

- ▶ *His Excellency, Dr Damir Kusen, Croatian Ambassador for Croatia and New Zealand*
- ▶ *Senator, The Honourable Concetta Fierravanti Wells, Parliamentary Secretary to the Minister for Social Services*
- ▶ *Mr Eddie Micallef, Chairperson Ethnic Communities Council of Victoria*
- ▶ *Dr Vladimir Vizec, ACCS Chairperson*



Dr Vladimir Vizec



Guest Speaker
Mr Eddie Micallef
Chairperson Ethnic Communities
Council of Victoria



Guest Speaker
Senator the Hon
Concetta Fierravanti-Wells
Parliamentary Secretary to the
Minister for Social Services



Guest Speaker
His Excellency Dr Damir Kusen
Croatian Ambassador
for Australia & New Zealand



Dr Damir Kusen

Special Projects



Casey Pilot Project “Food and Friendship”

Interesting pilot project was undertaken by ACCS in the first half of 2014, also funded by the City of Casey. We called the project “Food and Friendship”. The seven sessions allowed the participants to enjoy homemade meal in a friendly group setting and they were provided with an opportunity to learn different ways of cooking, as taught by a qualified chef. Whilst preparing the food, participants had an opportunity to learn about established Recommended Dietary Intakes (RDI) of nutrients, which are necessary for them to maintain good health. Everyone enjoyed their time together!



Educating Community Members

Adult Community Education - Croatian Language Classes

Rosie Jurina - Coordinator

Adult Croatian Language classes are self-funded and first began 17 years ago after a high demand and constant enquiries for classes for adults.

Today, Croatian Language Classes for adults are held in two locations (Footscray and Dandenong) with beginner and intermediate levels catered for.

Students background and reasons for studying vary. Students ranged from not only second and third generation Australian Croats, but to those who have a Croatian partner or those who are learning the language because of business or tourist reasons.

Teachers Marijana Pokrivač (Dandenong) and Zdravko Rajić (Footscray) have a positive teaching approach which is reflected on the students learning. Croatian class attendees are honoured with a graduation at the end of their semester recognising their achievements.

In the financial year 2013/2014, two graduation ceremonies were held to recognise students achievements. On Friday 19th December 2013, students were presented with certificates after completion of semester 2. On Thursday 24th July 2014, semester 1 students were presented with their certificates. Both ceremonies took place in the offices of the Croatian Consulate General in Melbourne.



COMMENTS - CROATIAN CLASSES

NJ – “The lessons are great!”

ND – “Absolutely loved the class”



Adult Community Education - Literacy and Computer Classes

Rosie Jurina - Coordinator

ACCS has been providing further education for adults for over 18 years. Adult, Community & Further Education (ACFE) provides ACCS with funding to deliver English language, literacy and computer classes in the North Western and South Eastern regions of Victoria. ACCS delivers educational programs over three sites: Dandenong, Footscray and Roxburgh Park.

The literacy program aims to:

- Increase learners knowledge in reading and writing;
- improve the verbal skills of learners
- increase English language and computer literacy for learners in employment and
- where learners are not employed, facilitate greater access to further education and employment opportunities.

Courses delivered throughout 2013/2014 include:



- Communication and Computers
- Introduction to digital literacy and beyond
- English for communication and work
- Computers for beginners
- Computers for aged care workers
- English for preparing reports and workplace documentation

For the third year running, English Class attendees were honored with a graduation at the end of the year as a way of recognizing their achievements. Graduations were held in December covering both locations, Dandenong and Footscray. Students took the opportunity to celebrate an eventful and fulfilling year.



Graduation Ceremony Footscray



Graduation Ceremony Dandenong



FINANCES

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2014

| | Notes | 2014 \$ | 2013 \$ |
|-----------------------------------------------------|--------|-------------|-------------|
| CASH FLOW FROM OPERATING ACTIVITIES | | | |
| Receipts from Government and Sponsors | | 1,172,521 | 1,077,451 |
| Other Income | | 546,894 | 369,076 |
| Payments to suppliers and employees | | (1,570,105) | (1,328,789) |
| Interest received | | 6,923 | 1,138 |
| Borrowing costs | | - | - |
| Net cash provided by/(used in) operating activities | 12 (b) | 156,233 | 118,876 |
| CASH FLOW FROM INVESTING ACTIVITIES | | | |
| Payment for property, plant and equipment | | (67,210) | (8,955) |
| Net cash used in investing activities | | (67,210) | (8,955) |
| CASH FLOW FROM FINANCING ACTIVITIES | | | |
| Repayment of borrowings | | - | - |
| Net cash provided by/(used in) financing activities | | - | - |
| Net increase/(decrease) in cash held | | 89,023 | 109,921 |
| Cash at beginning of financial year | | 286,544 | 176,623 |
| Cash at end of financial year | 12 (a) | 375,567 | 286,544 |

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Reform Act 2012 (Vic). The committee has determined that the association is not a reporting entity.



The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this report:

(a) Property, Plant & Equipment (PPE)

Leasehold improvements, office furniture and equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all PPE assets are depreciated over the useful lives of the assets to the association commencing from the time the asset was held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

At the end of each reporting period, the Committee reviews the carrying amount of its PPE assets (and other tangible and intangible assets) to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the income and expenditure statement.

Depreciation

The depreciable amount of all PPE assets including buildings and capitalised leased assets, but excluding freehold land, are depreciated over their estimated useful lives to the company commencing from the time the asset is held ready for use. Properties held for investment purposes are not subject to a depreciation charge. Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

| Class of Fixed Asset | Depreciation Rate |
|------------------------------|-----------------------------------|
| Office furniture & equipment | 10-40% (Diminishing value method) |
| Leasehold Improvements | 25% (Diminishing value method) |

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the income statement. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

(b) Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the association are classified as finance leases. Finance leases are capitalised, recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values. Leased assets are depreciated on a straight line basis over their estimated useful lives where it is likely that the association will obtain ownership of the asset, or over the term of the lease. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.



FINANCES

FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2014

AUSTRALIAN CROATIAN COMMUNITY SERVICES INCORPORATED

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| Additional Information (Detailed Income and Expenditure Statement) |

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2014

| | Notes | 2014 \$ | 2013 \$ |
|-------------------------------------------------------------------------|-------|---------------|-------------|
| Revenue from ordinary activities | 2 | 1,583,899 | 1,378,480 |
| Employee benefits expense | | (1,171,546) | (1,032,535) |
| Depreciation and amortisation expenses | | (23,848) | (12,066) |
| Loss on write-off of assets | | (1,045) | - |
| Bad debts write-off | | (4,318) | - |
| Contracting services | | - | - |
| Rent | | (68,804) | (49,565) |
| Other expenses from ordinary activities | | (247,584) | (192,306) |
| Borrowing costs expense | | - | - |
| Surplus before income tax expense | | 66,754 | 92,008 |
| Income tax revenue (income tax expense) relating to ordinary activities | | - | - |
| Surplus after income tax expense | | 66,754 | 92,008 |



**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2014**

| | Notes | 2014 \$ | 2013 \$ |
|--------------------------------------|-------|----------------|----------------|
| CURRENT ASSETS | | | |
| Cash assets | 3 | 375,567 | 286,544 |
| Receivables | 4 | 77,090 | 63,218 |
| Other | 5 | 4,066 | 965 |
| TOTAL CURRENT ASSETS | | 456,723 | 350,727 |
| NON-CURRENT ASSETS | | | |
| Property, Plant & Equipment | 6 | 68,547 | 26,230 |
| Other | 5 | 3,208 | |
| TOTAL NON-CURRENT ASSETS | | 71,755 | 26,230 |
| TOTAL ASSETS | | 528,478 | 376,957 |
| CURRENT LIABILITIES | | | |
| Payables | 7 | 132,300 | 77,921 |
| Provisions | 8 | 77,352 | 63,259 |
| Other | 9 | - | - |
| TOTAL CURRENT LIABILITIES | | 209,652 | 141,180 |
| NON-CURRENT LIABILITIES | | | |
| Provisions | 8 | 35,983 | 19,688 |
| TOTAL NON-CURRENT LIABILITIES | | 35,983 | 19,688 |
| TOTAL LIABILITIES | | 245,635 | 160,868 |
| NET ASSETS | | 282,843 | 216,089 |
| MEMBERS' FUNDS | | | |
| Retained surplus | 10 | 282,843 | 216,089 |
| TOTAL MEMBERS' FUNDS | | 282,843 | 216,089 |



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(c) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year together with benefits arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at the amounts expected to be paid when the liability is settled plus related on-costs. Other employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the association to an employee superannuation fund and are charged as expenses when incurred.

(d) Revenue

Revenue from sale of goods is recognised upon the delivery of goods to customers.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

All revenue is stated net of the amount of goods and services tax (GST).

(e) Unexpended grants

The entity receives grant monies to fund projects either for contracted periods of time or for specific projects irrespective of the period of time required to complete those projects. It is the policy of the entity to treat grants monies as unexpended grants in the balance sheet where the entity is contractually obliged to provide the services in a subsequent financial period to when the grant is received or in the case of specific grants where the project has not been completed.

(f) Cash and cash equivalent

For the purposes of the Cash Flow Statement, cash includes cash on hand, cash at banks and on deposit

(g) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of the item of the expense. Receivables and payables in the Balance sheet are shown exclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST components of investing and financing activities, which are disclosed as operating cash flows.

(h) Income Tax

The association is exempt from income tax under provisions of the Income Tax Assessment Act.



**NOTES TO THE FINANCIAL STATEMENT
FOR THE YEAR ENDED 30 JUNE 2014**

| | Notes | 2014 \$ | 2013 \$ |
|-------------------------------------|-------|------------------|------------|
| NOTE 2: REVENUE | | | |
| Operating activities | | | |
| - interest | 2(a) | 6,923 | 1,138 |
| - operating grants | | 1,079,800 | 1,041,818 |
| - brokerage | | 377,756 | 281,537 |
| - CACPS & PAG fees | | 34,837 | 26,241 |
| - other income | | 84,583 | 27,746 |
| | | 1,583,899 | 1,378,480 |
| (a) Interest from: | | | |
| - other persons | | 6,923 | 1,138 |
| NOTE 3: CASH ASSETS | | | |
| NAB Business Cheque Account | | 74,598 | 20,371 |
| NAB Business Online Saver Account | | 300,482 | 266,059 |
| Petty Cash | | 487 | 114 |
| | | 375,567 | 286,544 |
| NOTE 4: RECEIVABLES | | | |
| CURRENT | | | |
| Trade debtors | | 79,090 | 65,218 |
| Less - Provision for Doubtful Debts | | (2,000) | (2,000) |
| Other Debtors | | - | - |
| | | 77,090 | 63,218 |
| NOTE 5: OTHER ASSETS | | | |
| CURRENT | | | |
| Prepaid Expenses | | 4,066 | 965 |
| Rental Bond | | 3,208 | - |

| | Notes | 2014 \$ | 2013 \$ |
|-------------------------------------------------------------|-------|----------------|----------------|
| NOTE 6: FIXED ASSETS | | | |
| (a) Office furniture and equipment | | | |
| At cost | | 93,417 | 88,544 |
| Less accumulated depreciation | | (64,185) | (63,082) |
| | | 29,232 | 25,462 |
| (b) Leasehold Improvements | | | |
| At cost | | 50,150 | 936 |
| Less accumulated depreciation | | (11,265) | (168) |
| | | 38,885 | 768 |
| (c) Website Development costs | | | |
| At cost | | 3,200 | - |
| Less Accumulated Depreciation | | (2,770) | - |
| | | 430 | - |
| Total fixed assets | | 68,547 | 26,230 |
| NOTE 7: PAYABLES | | | |
| CURRENT | | | |
| Unsecured liabilities | | | |
| Trade creditors | | 10,370 | 2,055 |
| Sundry creditors and accruals | | 64,182 | 32,972 |
| Amounts payable to Australian Taxation Office (GST & PAYGW) | | 57,748 | 42,894 |
| | | 132,300 | 77,921 |
| NOTE 8: PROVISIONS | | | |
| CURRENT | | | |
| Employee benefits - Annual Leave | 8(a) | 77,352 | 63,259 |
| NON-CURRENT | | | |
| Employee Benefits - Long Service Leave | 8(a) | 35,983 | 19,688 |
| (a) Aggregate employee benefits liability | | 113,335 | 82,947 |
| NOTE 9: OTHER LIABILITIES | | | |
| CURRENT | | | |
| Prepaid/Unexpended Grants | | - | - |
| | | - | - |
| NOTE 10: RETAINED SURPLUS | | | |
| Retained surplus at the beginning of the financial year | | 216,089 | 124,081 |
| Net surplus (loss) for the year | | 66,754 | 92,008 |
| Retained surplus at the end of the financial year | | 282,843 | 216,089 |

| Notes | 2014 \$ | 2013 \$ |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|
| NOTE 11: CAPITAL AND LEASING COMMITMENTS | | |
| (a) Operating lease commitments | | |
| Non-cancellable operating leases (leases of premises) contracted for but not capitalised in the financial statements | | |
| Payable – minimum lease payments | | |
| □ not longer than one year | 43,502 | - |
| -between 12 months and 5 years | 48,125 | - |
| -greater than five years | - | - |
| Total lease commitments (GST inclusive) | 91,627 | - |
| <p>The commencement date of the lease for 4-8 Parker Street, Footscray is 1st October 2013 and the expiry date is 30 September 2016. There are two further options each for 3 years. Rent payable per month is \$3,208.33 (GST inclusive).</p> <p>The commencement date of the lease for Level 1/128 Walker St, Dandenong is 1 September 2011 and the expiry date is 31 August 2014. Rent payable per month is \$2,500(GST inclusive). At the date of this report no new lease has been signed.</p> | | |
| NOTE 12: CASH FLOW INFORMATION | | |
| (a) Reconciliation of cash | | |
| Cash at the end of the financial year as shown in the statement of Cash Flows is reconciled to the related items in the statement of financial position as follows: | | |
| Cash at bank | 375,567 | 286,544 |
| | 375,567 | 286,544 |
| (b) Reconciliation of cash flow from operations with profit from ordinary activities after income tax | | |
| Surplus (Deficit) from ordinary activities after income tax | 66,754 | 92,008 |
| Non-cash flows in profit from ordinary activities | | |
| Depreciation | 23,848 | 12,066 |
| Net (gain) / loss on disposal of property, plant and equipment | 1,045 | - |
| Changes in assets and liabilities | | |
| (Increase)/decrease in receivables | (13,872) | (23,608) |
| (Increase)/decrease in other assets | (6,309) | 7,285 |
| Increase/(decrease) in unexpended grants | - | (38,709) |
| Increase/(decrease) in payables | 54,380 | 18,567 |
| Increase/(decrease) in provisions | 30,388 | 51,267 |
| Cash flows provided by (used in) operations | 156,234 | 118,876 |
| NOTE 13: ASSOCIATION DETAILS | | |
| The principal place of business of the association is: Australian Croatian Community Services Incorporated 4 -8 Parker Street, Footscray VIC 3011 | | |



FINANCES

AUSTRALIAN CROATIAN COMMUNITY SERVICES INCORPORATED

STATEMENT BY MEMBERS OF THE COMMITTEE

The committee have determined that the association is not a reporting entity.


The committee have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

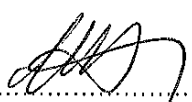
In the opinion of the committee the financial report:

1. Presents a true and fair view of the financial position of Australian Croatian Community Services Incorporated as at 30 June 2014 and its performance for the financial year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Australian Croatian Community Services Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the Committee by:

Dated this 3rd day of September 2014


.....
VLADIMIR JOHN VIZEC.


.....
URO LJUBAC

Report on the Financial Report

I have audited the accompanying financial report, being a special purpose financial report, of Australian Croatian Community Services Incorporated which comprises statement of financial position as at 30 June 2014, the income and expenditure statement and the statement of cash flows for the year then ended, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Reform Act 2012 (Vic) and are appropriate to meet the needs of the members. The committee's responsibilities also include designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. I conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

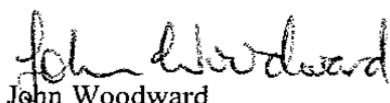
The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting obligations under the Associations Incorporation Act (Victoria). I disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

In conducting my audit, I have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion

In my opinion, the financial report of Australian Croatian Community Services Incorporated presents fairly, in all material respects the financial position of Australian Croatian Community Services Incorporated as at 30 June 2014 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the Associations Incorporation Reform Act 2012 (Vic).


John Woodward

Chartered Accountant

Level 5, 398 Lonsdale Street, Melbourne Vic 3000

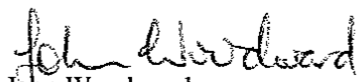
Dated this 3rd day of September 2014



FINANCES

DISCLAIMER TO THE MEMBERS OF AUSTRALIAN CROATIAN COMMUNITY SERVICES INCORPORATED

The additional financial data following is in accordance with the books and records of the association which have been subjected to the auditing procedures applied in our statutory audit of the association for the financial year ended 30 June 2014. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, I do not express an opinion on such financial data and we give no warranty of accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than Australian Croatian Community Services Incorporated) in respect of such data, including any errors of omissions therein however caused.


John Woodward

3rd September 2014

Chartered Accountant

**DETAILED INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2014**

| | 2014 \$ | 2013 \$ |
|----------------------------------------------|------------------|------------------|
| INCOME | | |
| Grants received | | |
| CACPS Grants - Department of Health & Ageing | 586,136 | 553,464 |
| Education Grants | | |
| Southern Metropolitan | 9,813 | 15,015 |
| Central Western Metropolitan | 24,238 | 15,134 |
| Dept of Human Services (Vic) - Grants | 387,053 | 383,205 |
| Other Grants and Contributions | | |
| ACSIHAG | 69,000 | 75,000 |
| DSS-CVS | 3,560 | 0 |
| Total Grants received | 1,079,800 | 1,041,818 |
| Other Income | | |
| Activities Income | 68,203 | 3,800 |
| Brokerage | 366,755 | 281,537 |
| CACPS & PAG Client Fees | 34,837 | 26,242 |
| Donations | - | 190 |
| Interest Income | 6,923 | 1,138 |
| Re-imbursement of Workcover | - | 8,611 |
| Miscellaneous Income | 27,381 | 15,144 |
| Total Other Income | 504,099 | 336,662 |
| TOTAL INCOME | 1,583,899 | 1,378,480 |
| LESS EXPENSES | | |
| Accounting and audit fees | 8,550 | 8,350 |
| Advertising & Promotion | 9,637 | 3,204 |
| Annual leave provision | 14,093 | 34,302 |
| Bad Debt Write-off | 4,318 | - |
| Computer expenses | 17,768 | 20,909 |
| Consulting services | 5,500 | - |
| Depreciation | 23,848 | 12,066 |
| Doubtful Debts Provision | - | 2,000 |
| Internet expenses | 1,644 | 2,474 |
| Legal & Filing expenses | 1,601 | 7,059 |
| Light, Power, rates and water | 8,547 | 10,533 |
| Loss on write-off of assets | 1,045 | - |
| Long Service Leave provision | 16,294 | 16,965 |
| Meeting and Function costs | 21,787 | 3,454 |
| Carry forward expenses | 134,632 | 121,316 |



FINANCES

DETAILED INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2014

| | 2014 | 2013 |
|-----------------------------------|------------------|------------------|
| | \$ | \$ |
| Carried forward expenses | 134,632 | 121,316 |
| Office Supplies | 19,276 | 14,603 |
| Penalties and interest | - | - |
| Postage | 1,719 | 1,451 |
| Program expenses | 39,882 | 24,755 |
| Publications | 4,090 | 9,716 |
| Rent | 68,804 | 49,565 |
| Repairs and maintenance | 26,750 | 19,613 |
| Salaries and wages | 988,317 | 819,811 |
| Staff amenities | 4,334 | 4,358 |
| Sundry expenses | 4,552 | 1,209 |
| Superannuation | 84,194 | 69,167 |
| Training and other employer costs | 12,386 | 2,048 |
| Telephone | 13,607 | 14,569 |
| Travel Allowance | 29,522 | 56,688 |
| Travel Allowance – Volunteers | 40,372 | 37,061 |
| Travel expenses | 4,114 | 3,541 |
| Workcover and Insurances | 40,594 | 37,001 |
| TOTAL EXPENSES | 1,517,145 | 1,286,472 |
| OPERATING SURPLUS/(LOSS) | 66,754 | 92,008 |

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Australian
Croatian
Community
Services



Australsko
hrvatske
društvene
usluge

OFFICE LOCATIONS

Ground Floor

4-8 Parker Street

FOOTSCRAY VIC 3011

03 9689 5811

Level 1

128-130 Walker Street

DANDENONG VIC 3175

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FOOTSCRAY OFFICE



DANDENONG OFFICE

