

# ANNUAL REPORT

*The Year at a Glance*

Australian  
Croatian  
Community  
Services



Australsko  
hrvatske  
društvene  
usluge

Visit our New Look Website - <http://www.accs.asn.au>



# 2014/15

# ACCS

## 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 VALUES

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

### 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.

*“Excellence in  
service delivery  
through continuous  
improvement”*

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# WHO WE ARE

## COMMITTEE OF MANAGEMENT

We know that for you, it was an “add on” to the many other things that you have been doing, including your career, your family, other volunteer opportunities and your social life. We appreciate that you were willing to serve and we thank you all for your time and input.

<b>Chairperson</b>	Dr Vladimir Vizec
<b>Vice Chairperson</b>	Michael Pernar
<b>Treasurer</b>	John Sipek
<b>Secretary</b>	Marko Filipovic
<b>Members</b>	Milan Delac Jenny Matic

## OFFICE STAFF

We know that the world of business survives less on leadership skills and more on the commitment and dedication of passionate staff like you. Thank you for your hard work.

<b>CEO</b>	Franci Buljat
<b>Finance Officer</b>	Ivanka Rogic (until April 2015) Senka Grancieri (from April 2015)
<b>Program Manager HACC</b>	Lily Silic
<b>Program Manager HCP</b>	Marina Rozic (HCP North West)
<b>Program Manager HCP</b>	Gordana Dudovic (HCP South and East)
<b>Brokerage Services Liaison Officers</b>	Mirjana Mihoc (until November 2014) Gordana Lukac (from December to April 2015) Vera Paleka (from May 2015) Silvana Pavlovski
<b>Liaison Officer ACSIHAG</b>	Silvana Pavlovski
<b>Coordinator HACC</b>	Danijela Dabo
<b>Coordinators PAG</b>	Senada Ekic (North West) Biljana Barisic (North West) Darko Kotevski (Southern Metropolitan)
<b>Case Work</b>	Senada Ekic (Footscray office)
<b>Office Administrator and Case Work</b>	Rosie Jurina (Dandenong office)
<b>Education Programs</b>	Rosie Jurina
<b>Project Officer</b>	Anne Blight
<b>Tutors - English and Computer Classes</b>	Antonia Silic Darko Kotevski
<b>Tutors - Croatian Classes</b>	Marijana Pokrivac Zdravko Rajic Sanja Sokora

# WHO WE ARE

## DIRECT CARE WORKERS

People say to us, “*We don’t know how they can do it’ but the smile they can put on someone’s face by being with them makes it all worthwhile*”. Thank you for your hard work.

### North West Region

Atanasova Milojka  
Bionda Jasminka  
Brekalo Mirjana  
Cicak Ermina  
Hrstic Marija  
Kacic Bernarda  
Konjevic Milena  
Mateski Zaklina  
Matkovic Ankica

Pavleka Mira  
Raic Valerie  
Skupnjak Slava  
Salic Berta  
Vucica Mila

### South and East Region

Ambros Zdenka  
Basic Brigita  
Bucak Antonija

Cervenjak John  
Garic Ivanka  
Goja Ljiljana  
Guljas Katica  
Omer Maja  
Puratic Verica  
Radivoj Jasminka  
Zagar Bernarda

## VOLUNTEERS

Thank you very much! You are indeed the reason to our everyday success. We know you have expended a great deal of personal effort in serving our elderly or assisting us on various projects. We trust the community will always remember your generosity.

### HACC & Community Visitors Scheme

#### North West Region

Benic Ankica  
Bosnjak Klara  
Cvitkovic Marica  
Dijanac Josip  
Herceg Josipa  
Hodinj Stefka  
Jakicic Bozena  
Jezovita Dragica  
Kanjuh Vlado  
Koch Antun  
Kopriva Bozenka  
Kralj Nada  
Mance Blazenka  
Matulovic Ivan  
Mrso Kata  
Muhvic Dragica  
Muhvic Rudi  
Munivrana Stanka  
Perkovic Ruza

Radoslovic Milena  
Ritosa Mirjana  
Romic Ana  
Serifi Melanie  
Sumbera Ana  
Tomic Ana  
Tomic Branko  
Tominac Dragica  
Tonkovic Suzana  
Valencic Olga  
Vorošnjak Paula

#### Southern Metropolitan Region

Antonic Martin  
Baresic Ivica  
Culjak Marija  
Galovic Kata  
Ivicevic Janja  
Korac Sanya  
Kovacevic Katica

Marinovic Rosa  
Milanovic Katica  
Pajic Tanja  
Simunic Stefica  
Smrk Alojz  
Stojan Verona  
Teljega Petar  
Teljega Silvia

#### Community Enrichment Program (CEP)

Boljesic Andja  
Culanic Antonia  
Pavlovski Silvana  
Silic Antonia  
Sutalo Ilija  
Vargovic Zoran

# CHAIRPERSON'S AND CHIEF EXECUTIVE OFFICER'S REPORT

ACCS continues to provide an extensive range of culturally and linguistically appropriate programs and services to people of Croatian and Bosnian-Herzegovinian background.

After a successful 2014/15 we are now challenged with a new model of care, 'Consumer Directed Care' in home care support area, Consumer Directed Care along with different funding arrangements, which will necessitate changes to how we provide these services. Our clients will be more involved in deciding on which services they want, while also needing to make a financial contribution. Something that is quite foreign to them, but is a part of the new model.

Because of the uncertainty that these changes will bring, the COM sees it as even more important than in the past for ACCS to remain financially responsible. Sound management and administration has resulted in us recording a surplus of \$108,926 in a budget of \$1,799,069, leaving us in a strong cash position, and prepared for the challenges ahead.

The following schedule demonstrates some of the more important events over the year:

## **Growth Funding**

This year saw growth in Home and Community Care (HACC) Program for Planned Activity Groups in Whittlesea and Hume. Successful funding arrangements through HACC Brokerage with City of Casey continued with Men's group and new Performing Arts group for elderly Croatians living within council boundaries. Brokerage services for home care packages also grew from strength to strength and ACCS saw an

increase of this program revenue.

## **Community Enrichment Program**

This is established as another program area of ACCS, to cater for new, self-funded activities aimed at all members of the community. The first year saw these activities taking off;

### a) Community outings

ACCS partnered with the Croatian Cultural Association in Geelong and is now attending their quarterly Croatian cooking classes at the Dom. Activity is offered to community members for a fee, in order to cover the basic costs.

### b) Research

ACCS is undertaking an ambitious project to explore the stories of Croatian migrants in Victoria (Australia) and/or their family members, their adaptation to new country and the way they preserved their values, culture and habits in a new homeland.

The study will listen to the stories and experiences of Australian Croatians in Victoria.

The study's aim is to explore the ways how Croatian identity fitted in a new context and how its cultural and national values have been preserved.

The aim of the research is to capture experiences of Australian Croatians, with the emphasis on the way they adapted and preserved their identity. Project will be conducted by volunteers and overseen by Steering Committee.

### c) Information and Support

ACCS General Information and Support Services continue to be a main point of contact for the Croatian and Bosnian and Herzegovinian community in their efforts to obtain assistance on pertinent issues and access to relevant services.

The demand for those services (known as 'casework') has steadily increased, particularly as the members of the community are rapidly ageing and the health and welfare issues impact on their well-being. As of February 2015, a "fee for service" system was introduced.

#### Other events of importance

- In order to pass on important changes happening in Aged care, in particular, Home Care Packages Program, ACCS held 11 community information sessions in their offices and while visiting Senior Citizens clubs Victoria wide. These gatherings were attended by 676 Croatian elderly.
- 'Employment' – Employment Law Consultants were engaged for a five year period to, amongst other things, complete a review of ACCS current practices, workplace contracts and documentation, to ensure that we fulfil all of the legal and industrial requirements necessary for our organisation.
- Peak advocacy body LASA was engaged to assist in a major review of Home Care Packages and Brokerage Services, resulting in new roles and responsibilities for staff, commencing in July 2015.
- May 2015 - Home Care Packages Program Audit - Australian Aged Care Quality Agency conducted a Quality Review of the Home Care Packages Program (Northwest, South and East Regions) on 11 May 2015. A Final Report issued on 1 June 2015 stated that ACCS had met all 18 standards as required under the Community Care Common Standards. This ensured that ACCS was ready to fully implement the Home Care Packages Program using the 'Consumer Directed Care' Model. Funding has ceased on 30 June 2015 for

Aged Care Service Improvement and Healthy Ageing Grant program (ACSIHAG). This is a loss, not only for the organisation, but, more importantly, for the whole Croatian community in Victoria, as ACCS was able to deliver information sessions and connect regional Victoria to valuable resources within Aged Care.

This annual review is a summary of our work in 2014/15, contributing to the wellbeing of the target communities with its specific niche services, information and access, as well as education.

We would like to express sincere gratitude to all of our community partners and supporters. Our organisation depends on the support of Federal and Victorian Government Departments and we thank them for their continued support. Finally we wish to thank all our volunteers, staff and Committee members for their tireless commitment. Without your support we would not be able to provide the quality of care that our clients need and deserve.

Australian Croatian Community Services today is a vibrant and strong organisation with solid foundation to build upon. The opportunity now is to realign its business structures and operations, to ensure it is a sustainable and competitive service provider in the future. We welcome you to join us on our journey, if you choose.



**Dr Vladimir J. Vizec**  
MBBS Monash  
ACCS Chairperson



**Franci Buljat**  
ACCS Chief Executive Officer

## CARING FOR THE COMMUNITY MEMBERS AT THEIR HOMES

### HOME CARE PACKAGES (HCP) NORTH WEST REGION



NW HCP Team: DCW Milena Konjevic, DCW Mirjana Brekalo, Program Manager HCP Marina Rozic, DCW Bernarda Kacic, DCW Berta Salic and DCW Ermina Cicak

ACCS is established as a well-respected and successful organisation which delivers varied services through Home Care Packages (HCP) to assist elderly people. The objective of ACCS's HCP program is to support elderly people from our community to continue living in their homes with dignity and stay connected to family and the community.

The North West HCPs team may not be large, but with their values, skills, determination and knowledge they have greatly contributed to the organisations success and respect.

I would especially like to recognise those individuals who have been with the organisation for many years and I commend them for their dedication and commitment.

DCWs enthusiastically place themselves into their work, offering excellent quality care for their clients. A normal working day sees them undertaking a variety of tasks including showering clients and getting them ready for the day, preparing meals, assisting with cleaning, taking clients to medical appointments and to the shops. No matter how busy they are, they

always make time for a chat with their clients.

#### **INDUSTRY CHANGES**

Over the last two years, we found ourselves in an era of significant industry change and major reforms within the aged and disability sectors. This presented both opportunities and challenges for ACCS. These changes brought new challenges – increased competition, changed funding models, increased demand, increased client choices and need for greater flexibility.

The HCPs program has had a significant restructure as a result of the industry changes. The purpose of the restructure was to ensure DCWs and clients were being supported by a team who knows them well and is able to be responsive to their changing needs.

#### **NEW SOFTWARE**

Compatible and efficient software is one of the key components of all ACCS's programs. As the CDC model of care was being introduced, it was evident that an upgrade to our system was also needed. After considerable and extensive consultations, a new software system was purchased.

## QUALITY REVIEW

HCP ended the financial year with a Quality Review by the Department of Social Services, which was completed on 11<sup>th</sup> May 2015. Pleasingly, ACCS met all the required 18 standards. The Auditors gave positive feedback in regards to the staff and clients during the interview process.

Home Care Packages Services will continue to strive

on delivering high quality services to our clients, while working vigorously to ensure the future is an opportunity and not a threat – our ultimate focus is to provide services to our clients in a way which suits them best.

**MARINA ROZIC - PROGRAM MANAGER HCP**

## HOME CARE PACKAGES (HCP) SOUTH AND EAST REGION



DCW Brigita Basic with clients



DCWs Meeting: Zdenka Ambros, Brigita Basic, Ljiljana Goja and Jasminka Radivoj

## EMBRACING THE CHANGE

This year has been one of change within the Home Care Packages Program.

A number of areas were identified for review including financial and operational performance, client preferences and the structures within Home Services.

The focus was directed towards the budget and unproductive processes to maximise the income allocated to direct care and to establish dedicated team of staff.

ACCS has applied a number of key principles across HCP including standardising and restructuring processes, making decisions on testing and data analysis, providing appropriate technology and maximising the understanding of the business side of HCP program. Transforming our rostering processes has also commenced and is currently being tested through a pilot process.

It has been an exciting year of learning, growth, and very significant change. The HCPs team is looking forward to the next year where we will be able to implement more of our learning and to be even more focused on the delivery of care you can trust.

## CONSUMER DIRECTED CARE

Consumer Directed Care (CDC) is a new way of providing package care. It allows older people greater say and control about the types of care and services they receive, how their care is delivered and who delivers it. CDC maximises client choice and control and ensures we have a sustainable pricing structure

which is reflective of a competitive market.

HCP Program Manager plays an instrumental role in CDC service delivery model, driving the process that ensures clients fulfil their personal goals of wellbeing and independent living, while supporting, guiding and supervising frontline staff who deliver care and services to clients.

## HUMAN RESOURCES

As we move into an increasingly competitive environment across the various services and industries, ACCS continues equipping and enabling our HCP employees with the skills they require, maximising the experience of all our clients.

We are very proud of all the staff within HCPs team who manage to continue delivering exceptional care to our clients each and every day. This is despite the changes occurring within our sector and to our operational model. We look forward to the year ahead and continuing to prepare ACCS for a great future in offering HCP's to the community.

Snapshot of our Direct Care Workers within HCP Program

- Nine DCWs (5 in North West and 4 in South East)
- All of our DCW are female
- Seven of them are employed more than 5 years
- All DCWs have appropriate qualifications in Community Aged Care

**GORDANA DUDOVIC - PROGRAM MANAGER HCP**

# HOME CARE SUPPORT SERVICES

## BROKERAGE SERVICES



Brokerage and Home Care Packages DCWs Staff Meeting (Footscray Office)

### NORTH WEST REGION

ACCS Brokerage Services North West and demand for these services has increased in the last 24 months. The biggest contributor to this has been the limited number of HCPs available. The service compliments the HCPs program and allows additional services of care for the needy elderly. Services include: personal care, domestic assistance, transport, respite and meal preparation.

In order to continue providing the highest level of not only quality care but professionalism also, we are grateful to our partner agencies with whom we broker services and have Service Agreements in place. These partnerships have also grown over the year and include but are not limited to the following agencies:

- Annecto
- Baptcare
- Benetas
- Brotherhood of St Laurence
- Care Connect
- Carers Victoria
- City of Melbourne
- Southern Cross
- Isis
- RDNS
- The Salvation Army
- Villa Maria Catholic Homes
- Wingtringham

Our current 51 clients come from diverse backgrounds including Croatian, Australian, Italian, German, English, Greek, Bosnian, and even Japanese. An average of 125 hours of service is provided weekly to these clients by our Direct Care Workers.

Our DCW's are a credit to the organisation as they have earned recognition amongst our partner agencies as committed and professional workers,

some even good cooks.

ACCS's objective for the next 12 months is to continue brokering services and providing a much needed service. The aim is to continue to assist and provide services to Croatian and other elderly, to help them stay as independent as they can, in their own homes.

**VERA PALEKA**  
BROKERAGE SERVICES LIAISON OFFICER

## SOUTH EAST REGION

Through its brokerage program, ACCS is able to continue providing linguistically and culturally appropriate services to those who are clients of other agencies.

With over 30 years' experience in aged care, we offer valued professional, flexible services. We also offer reliability, punctuality, confidentiality and safety. Our clients have choice of staff to best suit their needs. All services are provided with respect to clients' dignity and privacy. Services are personalised and delivered through Croatian speaking Direct Care Workers (DCW). Their professional work ethic and person centred approach ensures the clients' needs are met. ACCS ensures our DCWs are qualified, have a current Police check, First Aid and a fully insured vehicle for safe client transport.

Duties include the provision of support and care to older Croatians through assistance with personal care, domestic assistance, meal preparation, respite, social support and transport. ACCS also provides an on call support service 24 hours a day, all year round. We finished the 2014/15 year with 41 Brokerage clients in the South East Region.

A good and positive working relationship with external agencies has continued and grown stronger.

Our partnerships and working relationships include but are not limited to the following agencies:

- AccessCare Southern
- Bapcare
- Benetas Home Care
- Brotherhood of St Laurence
- CareConnect
- Monash-Community Support Options
- RDNS
- State Trustees (private arrangements)

The Croatian community on the Mornington Peninsula has increased immensely in the last 10 years. The need for aged care services has also increased as most of these people are retired. Such a significant milestone, a DCW was appointed and our first client on the Peninsula commenced receiving services from our partnered agency - Bapcare.

**SILVANA PAVLOVSKI**  
BROKERAGE SERVICES LIAISON OFFICER



Katica Guljas and Verica Puratic with CEO Franci Buljat

### Our happy Clients and Managers' messages:

"I met with Mr AS this morning – he and his entire family expressed how grateful they were to ACCS's Care Worker Bernarda and the difference she made to the whole family." (Case Manager, RDNS)

"We are happy with Ivanka and the current shift arrangements, we are not requesting any changes to the current Support Plan (Services) as it works well." (Family Member of Mrs BS)

"Please also pass on warm regards to Bernarda and positive feedback from both client and husband regarding the quality of service and care she provides to this client Mrs PA - her flexibility and initiative were particularly mentioned." (Case Manager, RDNS)

## ASSISTING WITH GET TOGETHERS

HACC Volunteer Coordination (Friendly Visiting Program) and Planned Activity Group (PAG) programs are jointly funded through the State and Federal Government. As of the 1<sup>st</sup> July 2016, all HACC clients over 65 will fall under the Commonwealth umbrella and ACCS has actively been preparing for this transition. The FVP and PAGs are utilized at full capacity. Quarterly reporting revealed the need for additional funding for PAG high in the City of Whittlesea. Additional hours were granted which were successfully incorporated to the already existing hours. Our programs are delivered by highly qualified staff who are passionate in assisting elderly members of the Croatian community that are in need of social

support services. These programs are also enhanced by the equally important and amazing pool of volunteers that selflessly contribute their time. ACCS practices the Active Service Model throughout the organization supporting client autonomy, independence, encouraging clients and their carers to take active involvement in their care preventing early placement in aged care facility.

**LILY SILIC** - PROGRAM MANAGER HACC



Volunteers North West

## Whittlesea & Hume



It has been another remarkable year for the Planned Activity Group's (PAG) Whittlesea and Hume. Both groups create a warm and inviting atmosphere. New members are not intimidated and feel at home immediately. Throughout the year we provided numerous opportunities and challenges for all our clients. These included learning new skills, fun activities specifically designed for over 65s, and get fit programs with gentle exercise.

This year we had an opportunity to be involved in two wonderful knitting projects - **5000 Poppies** for Anzac Day 2015 and **Wrap with Love** - full of meaning and heart. Both projects enabled community involvement and engaged the participants to a level they have not been before.

I would like to acknowledge and thank our clients for their commitment and hard work that they displayed in both projects, but **Wrap with Love** was particular in its own right as the purpose was quite significant. The ladies in the Whittlesea PAG jumped at the opportunity to be part of a team that assists those

less fortunate than others. Blankets were made and sent to organisations looking after homeless people all around the world.

In addition to our regular activities, we introduced gentle exercises that enhanced participant's movement, co-ordination and mobility. The exercises included Yoga, Chair Exercises and a Walking Group. The participants found enjoyment in what to them was a new concept and form of exercise. They were engaged, their mind was active, whilst at the same time they were using muscles and bones to improve mobility to do daily activities.

A number of successful events took place throughout the year, but in particular the **High Tea Party** was a great hit. It was a combination of English/Croatian traditions of cake tasting, making sandwiches and just enjoying a 'higher' class get together.

We have had a successful 2015 and I am looking forward to the new challenges that await in 2016.

**BILJANA BARISIC** - COORDINATOR PAG



## Footscray & Deer Park

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

I currently facilitate two groups in the North-West Region, based in Deer Park and Footscray. The Deer Park group is a mix of both core and high care clients whilst the Footscray group is a core only group. Both groups meet on a weekly basis.

Throughout the year the clients participated in a variety of activities, information sessions and fun projects.

They include:

- Yoga
- Cooked meals for high/core Deer Park group
- Art therapy
- Brimbank Community Gardens (ongoing)
- Easter decoration making
- Diversity week celebration at Brimbank
- Poppies making /SBS TV filming ACCS clients being a part of the project
- Blanket for charity making (Wrap with love project)
- Visit to Uniting Age Well Care Facility
- Visit to Marina Aged Care Facility

- Visit to Big Sam Market – St. Albans
- Watergardens visit to library and “All you can eat” Hotel
- Visit to Dinamo Senior Club to celebrate Mother’s Day (live music and lunch with 150 people)
- MIFF Croatian movie “Zvizdan”
- Australian hearing free testing to all members
- Celebrations of all clients birthdays

Information sessions:

- Family violence
- Palliative care
- Alzheimer’s information session
- “Home at last” – Homelessness in aged

I have had so much satisfaction working with these groups that it feels like my second home. I have been able to take away so much wisdom and knowledge from the participants that I hope to be able to pass onto my family and children. We are like family, we care for each other not just in the time of PAG meetings, we care all the time!

**SENADA EKIC** - COORDINATOR PAG



## Dandenong & Endeavour Hills

As in preceding years, ACCS continued to provide provisions of social support services to the elderly Croatian community in the Southern Metropolitan Region through Planned Activity Groups (PAG). The number of participants grew which enabled ACCS to maintain its status as the pre-emanate community services provider for Croatian community in the Southern Metropolitan region.

The continued success and growth ensured continuous funding for two groups, both which are based at Endeavour Hills. The groups combined boast 43 active elderly Croatian clients, who all converge at the Endeavour Hills Senior Citizens Centre once a week. Traditional Croatian home cooked meals are prepared by our highly respected cook, Ljiljana Goja, on a fortnightly basis.

In the past financial year our clients had the pleasure of attending numerous outings such as:

- **Mordialloc foreshore picnic/bbq**
- **Leisurely stroll along the picturesque Edithvale beach**
- **St. Patrick's Day lunch at the Lynbrook Hotel**
- **The popular winery tour at Red Hill estate on the Mornington Peninsula**
- **Outing and visit to AHD in Geelong for lunch**

Information sessions and continuous education also played an important role with the PAGs. Sessions covered included the benefits of leading a healthy and balanced lifestyle, while maintaining a positive approach to ageing.

Other topics covered included:

- **Information seminar regarding the effects of Alzheimer's on individuals and their families**
- **Palliative Care and support**
- **Aged Care Reform and its effects on the community**

The highlight of the year was the Art and Craft - "silk scarf painting project". The project was a fundraising venture and enabled our clients to showcase their immense creative talents. A huge thank you to Darko Kotevski and volunteers, Stefica Simunic and Janja Ivcevic, who gave so much energy in making this project a success.

We would like to thank all our clients for their attendance throughout the year, our volunteers for their tireless and selfless efforts and finally the City of Casey for continuing to support our program.

DANIJELA DABO - COORDINATOR HACC



## Men's Group

The Croatian Men's Group has now been running for well over 16 months. The initial six month brokerage partnership with the Municipality of Casey was extended in June 2015. This partnership extension has ensured continuation of the group and an expansion in numbers. The group continues to meet every Monday in the premises of the Endeavour Hills Senior Citizens Centre.

Through perseverance and hard work, the group now boasts of 14 active men, all of Croatian background residing within the City of Casey. The group is treated to fortnightly home cooked meals by our 'master kitchen' chef Ljiljana.

The objectives of the group include but are not limited to:

- promote activities which enhance the lives of older men from Croatian background;
- empower older men from Croatian background to take greater control of their lives;
- promote an awareness of Men's health needs both physical and emotional;
- improve the overall health of older men from Croatian background;
- provide appropriate information about legal rights, needs and issues for elderly;
- create deeper and more meaningful friendships of older men from Croatian background;
- draw on the experience, knowledge and wisdom of older men from Croatian background.

### HIGHLIGHTS IN 2014/15

On two occasions the Men's Group joined three other Southern Metropolitan PAGs at the Lynbrook Hotel where they enjoyed socialising. One of those outings was organised on St Patrick's Day and the other on Valentine's Day.

The group participated in a combined picnic at the Mordialloc Life Saving Club.

The Men's group also had the opportunity to join the other two PAGs for a memorable outing to the Croatian DOM - Kardinal Stepinac in Geelong. Nice scenic viewing concluded with lots of socialising and a traditional lunch at the club's restaurant. One of the highlights of this outing was the sing-a-long of traditional Croatian folk songs during the bus trip.

A very successful and colourful 2014 Christmas party was held at the local Dandenong RSL restaurant. The highlight of the party was the appearance of Santa Clause accompanied by his Elf.

The Men's Group participated in a number of information sessions, some very moving and heartbreaking. They included: palliative care, dementia and the changing Aged Care Sector.

### COMMENTS

*"Thanks to this (Men's Health) information session I was encouraged to contact my clinician and he recommended special medication for my depression and regular blood pressure management for me ... as well as regular psychological treatment ...I feel amazing"- (ID)*

*"I love these outings with minibuses ...it's like a real medicine for the soul... I always enjoy these outings tremendously...This visit to the Croatian DOM in Geelong was a real treat...Wasn't even aware how much fun these trips could be ...and those amazing old songs we sang ...WOW!" – (MP)*

*"The best Christmas Party ever!!!...The best choice was really this RSL restaurant...all nicely decorated...and all these beautiful Croatian cakes on each table...entertainment and live music ... excellent and Danijela and Darko just fantastic, as Santa and his naughty Elf ...hahaha! So much fun! (VV)*

We are still confident in our clients commitment and eagerness for the future development of this program, activities and ventures. The needs of our clients/members are the paramount.

**DARKO KOTEVSKI** - COORDINATOR PAG



Croatian Men's Group  
CASEY  
115 James Cook Drive  
ENDEAVOUR HILLS



## FOSTERING A CULTURE OF GIVING

### FRIENDLY VISITING PROGRAM NORTH WEST REGION

In the past 12 months, we have had the pleasure of welcoming new volunteers on board. Knowing that there are people willing to volunteer and give back to community, is positive and fills me with lots of satisfaction.

As in life, good and bad things go hand in hand and I am sad to report that last year we said goodbye to two of our volunteers.

Mrs Manda Paric or 'baka Manda' as we all used to call her, was one of our longest serving volunteers. Always ready to help others and willingly donate her time and love to our clients she used to visit, didn't stop there. Those who were privileged to have baka Manda visit them in nursing homes or hospital, were also often treated to traditional meals prepared by her.

We also farewelled Mr Josip Dobrovoljski, who passed away after suffering complications post heart surgery.

Both baka Manda and Josip are sadly missed.

Services provided by volunteers consist of weekly home visits, transport to church, senior citizens groups or planned activity groups. Some volunteers are trained to assist with food preparation and planned group activities.

Our volunteers are very much aware of important role they play in the lives of those they visit and organization they represent. With this role comes the responsibility of volunteer meetings and trainings.

The majority of volunteers regularly attend volunteers meetings and take part in in-house training. This has proved to be the most popular way of training, as almost all of them are very busy with their personal lives, families and grandchildren.

Some have even taken part in first aid training held by an external provider.

It is important to know how volunteers feel and what they think about being part of our team. Their feedback is valuable and in order to find out their thoughts, we conduct a volunteer survey once a year. Their opinions and suggestions are taken very seriously and we value their honesty.

Clients receiving social support highly appreciate volunteers and the service they provide. The time spent with a volunteer is their escape from loneliness, a continued sense of feeling appreciated and part of the community.

**LILY SILIC** - PROGRAM MANAGER HACC



Client Marija Simunovic with Volunteer Dragica Muhvic

## FRIENDLY VISITING PROGRAM SOUTHERN METROPOLITAN REGION

The Friendly Visiting Program (FVP) has been an integral extension of ACCS's PAG and HACC programs. The program would not be possible without the dedication of our band of trusted volunteers who give up their time and offer their support and talents in visiting and transporting the less abled Croatian clients who need additional assistance.

Fifteen active volunteers inspire hope through dedication and generosity of providing practical and social assistance. They provide friendship and companionship to elderly Croatian clients who are isolated.

Professional development was also an important component of the FVP. Throughout the course of the year, the volunteers met quarterly to discuss policy and procedures ensuring that the best service is afforded to those in need. Information sessions on various topics and training were held such as First Aid Training, Basic Food Handling, Alzheimer's and Aged Care Reform.



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## COMMUNITY VISITORS SCHEME HOME VISIT – EASTERN REGION

The Community Visitors Scheme aims to enrich and improve the quality of life of elderly Croatian people who are isolated or lonely due to family, disability, social or cultural reasons.

In the past 12 months, ACCS has continued to provide support and services for five active HCP Program clients in the Eastern Metropolitan Region. Our volunteers provide additional companionship and social interaction, help provide a lasting memory and relationship to those who are less fortunate.

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**DANIJELA DABO - COORDINATOR HACC**

# AGED CARE SERVICE IMPROVEMENT AND HEALTHY AGEING GRANT (ACSIHAG)

## SHARING INFORMATION AND KNOWLEDGE

ACCS first received funding under the Aged Care Service Improvement and Healthy Ageing Grant (ACSIHAG) program in 2012 for three years.

The ACSIHAG program was designed to assist elderly become more aware of the Australian Aged Care system and support services available. With the government building an aged care system that offers older people choice and control, more support to help them stay in their own homes for as long as possible, it was necessary to inform the community about this. The program enables better support for activities that promote healthy and active ageing, build the capacity of aged care services to deliver high quality care, better respond to existing and emerging challenges including dementia care, and better support services targeting people from diverse backgrounds.

As the project came to an end in June 2015, we can look at many highlights we have had during this time.

### INFORMATION SESSIONS

One of the most productive ways to inform community members, countless information sessions were held from regional Victoria to metropolitan Melbourne. Regional Victoria found these sessions moving from not only an educative and informative stance, but it provided an opportunity to reunite community members. Many had completely removed themselves from the community and found it difficult to come back.

The sessions included:

- About us and caring for yourself
- Centrelink information sessions
- Legal issues for elderly
- How can State Trustees assist the elderly?
- Against family violence
- Stroke risks
- Alzheimer's disease

- Incontinence
- Women's health

### RESOURCES

- **'Resource Manual'** was developed to assist relevant stakeholders, particularly Nursing homes in better understanding the Croatian community's needs. This resource continues to be given out at Cultural briefings, is made available for all our Brokerage Service Providers and others who have Croatian speaking clients/residents.
- **"Healthy Choice-Healthy Ageing"** resource publication serves as an easy to read guide about common illnesses of the aged population and what can be done to reduce risks.
- An ongoing newsletter **'Skrbnik'** is one of the favourite among service providers and community members. The colourful 6 month newsletter highlights ACCS activities during that period and also includes relevant Aged Care information or any legislative changes that may be significant to the target community. The newsletter is in Croatian, making reading easy.

In order to maintain their health and wellbeing, the ACSIHAG program enabled a number of various sports activities all involving seniors to be filmed. A DVD – **"ALL 4 SPORT"** was produced and is available as a resource. The DVD has also been uploaded on our website.

### PARTNERSHIPS

In order to decrease the gaps in knowledge, ACCS established working partnerships with relevant stakeholders - Nursing homes, Bapcare, CareConnect, RDNS and Carers Victoria. Productive but moving information sessions took place. ACCS also provided input in producing valuable bilingual resources such as brochures and pamphlets.

A bilingual respite brochure was put together for easy reference for our elderly community and their families. This was also evident in the partnership with ECCV and Palliative Care Victoria which resulted in the publication of a Bilingual brochure **'What is Palliative Care?'** This was formally launched by the Consul General of Croatia on the 9th April 2015.

### WEBPAGE

One of the biggest highlights of the project was the redevelopment of ACCS's aged care webpage – CroCare. The new and interactive webpage has become the main point of call for mainstream organisations, consumers (their families and carers as well) and other individuals interested in sourcing out what is available in aged care.

Information on the webpage is user friendly and easy to follow. Most importantly it is bilingual. The ACSIHAG program also has its own webpage, with

relevant information and brochures available to download. The "Social media" tab takes visitors to ACSIHAG publications.

ACCS's website also has an updated Croatian Community directory webpage. It contains a comprehensive list of relevant government and mainstream bodies, Croatian speaking health professionals - GPs, dentists, psychologists, other health professionals, spiritual care, counselling and wellbeing.

Despite a cease in funding, ACCS takes this opportunity to thank the Department in enabling the program to commence and provide such an important initiative to the community. The program was successful for the Croatian community and played an important role in educating, informing and guiding individuals down the right path.

SILVANA PAVLOVSKI - ACSIHAG LIAISON OFFICER (VIC)



## ENRICHING COMMUNITY

To enrich is defined as to improve something or make something better.

As a non-profit, community based organisation ACCS strives to enrich lives within its target communities by undertaking various initiatives, activities and one off projects throughout the year. These include all segments of our community – young and old, children, youth, families and elderly, first, second and third generation of Australian Croats.

Financial year 2014/15 marked the start of several projects, some small and somewhat regular in occurrence, some large and ambitious. It is very important to note that these are run by dedicated and passionate volunteers, as ACCS does not receive any funding for them as yet.

### RESEARCH

ACCS is currently undertaking an ambitious project to explore the stories of Croatian migrants in Victoria (Australia) and/or their family members, their adaptation to new country and the way they preserved their values, culture and habits in a new

homeland.

The study will document stories and experiences of Australian Croats in Victoria and its aim is to explore-ways in which their Croatian identity fitted in a new context and how their cultural and national values have been preserved right up until today.

### OUTINGS SO FAR...

- To Croatian Cultural Association Geelong  
ACCS Volunteers organise trips to Croatian Cooking Classes, held by the Croatian Cultural Association in Geelong, four times a year. Participants travel together on a community bus, making the occasion more memorable. The aim of this activity is to connect with other Croatian associations and learn from each other.

- To the movies

Movie nights are organised bimonthly and Croatian women are encouraged to get together, share a laugh and a chat at our movie/dinner nights, which are usually held on a Friday night.



# SPECIAL PROJECTS

## BUSINESS DIRECTORY

Invitation to register on the ACCS online Business Listing page is now open to businesses and commercial enterprises operating in Victoria. By registering a business on the ACCS online Business Listing page, business owners agree to receive invitations to ACCS business events and other business-related information via mail or email. Listing your business information on these pages increases online exposure and provides new avenues to reach potential customers within Croatian community and beyond. This also assists the work of Australian Croatian Community Services, as all proceeds raised go back into community projects and initiatives to enrich lives of many! It is essential to keep our community in a loop, alert them of services that are available out there but very often not taken up due to lack of awareness or knowledge about the same.

ACCS partners with other service providers in order to undertake various projects aiming to keep community informed.

*"As this is National Palliative Care Week, it is a fitting time to thank the Croatian community for its tremendous support in raising awareness of palliative care," said Michael Bramwell, Chair of Palliative Care Victoria.*

*"Australian Croatian Community Services has worked closely with Palliative Care Victoria and the Ethnic Communities Council of Victoria on this initiative since July 2014. They formed a reference group, contributed to the development of suitable resources and are encouraging community members to sign up for free information sessions about palliative care in Croatian by trained health educators," said Eddie Micallef, Chair of the Ethnic Communities Council of Victoria.*

*"We value greatly the support of Mr Dubravko Belavic, Consul General of Croatia, who formally launched the availability of community information sessions on 9th April 2015, Dr Vladimir Vizec, Chair, and Franci Buljat, CEO of Australian Croatian Community Services.*

*"We would also like to thank the members of the Croatian reference group Lily Silic, Silvana Pavlovski, Dragica Tominoc, Slavica Vekic, Dr Vladimir Vizec and Claire Kemp and Senata Ekic and Nejad Susic who are conducting the information sessions for the Croatian community," said Eddie Micallef.*

The following projects were completed during 2014-2015:

- **Alzheimer's Australia**  
8 things you need to know about dementia – train the trainer
- **Palliative care Victoria and Ethnic Communities Council of Victoria**  
Culturally Responsive Palliative Care
- **Housing for the Aged Action Group and Ethnic Communities Council of Victoria**  
Preventing Homelessness in Older CALD Communities

During official launch of Palliative Care project on 9<sup>th</sup> of April, conducted by Consul General of Republic of Croatia Mr Dubravko Belavic, ACCS and Croatian community were recognised for their contribution.

Below is an extract from media release.



Dr Vizec at the launch of Palliative Care Project

# ADULT COMMUNITY EDUCATION

## EDUCATING AND SUPPORTING LEARNING



### COMPUTER LITERACY CLASSES

Adult Community Education has continued to be an important service delivery component at ACCS for over 19 years.

English language literacy, computer classes and Croatian language classes for adults have grown in strength and demand over the last 12 months.

Adult, Community & Further Education (ACFE) provides ACCS with funding to deliver Pre-Accredited programs. The focus of pre-accredited learning is to encourage learners to consider pathways to further education, paid work or volunteer work. ACCS delivers pre-accredited programs over three sites: Dandenong, Footscray and Roxburgh Park.

The pre-accredited programs aim 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

- encourage learners to consider pathways to further education.

**Courses delivered throughout 2014/2015 include:**

- Communication and Computers
- Introduction to digital literacy and beyond

A new restructure of the literacy program saw a new teacher, Sanja Sokora join the team. Along with Darko Kotevski and Antonia Silic, they have successfully managed literacy classes in the three regions ACCS is funded for. For the fourth year running, attendees were honored with a certificate presentation at the end of the course as a way of recognizing their achievements. Presentations were held in December (2014) and mid-year (2015) covering all locations, Dandenong, Footscray and Roxburgh Park. Students took the opportunity to celebrate an eventful and fulfilling year.

**ROSIE JURINA - COORDINATOR ACFE**



Pre-Accredited Program Delivery Certificate Presentation



## CROATIAN LANGUAGE CLASSES FOR ADULTS



Croatian Class Graduation - 27 November 2014  
Croatian Consulate, South Melbourne

Adult Croatian Language classes are self-funded and first began more than 18 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.

Student's background and reasons for studying vary. Students ranged from not only second and third generation Australian Croatians, but to those who have a Croatian partner or those who are learning the language because of business or tourist reasons. Due to the increase in number of classes and students, a new language teacher was welcomed on board. Sanja Sokora has a wealth of experience behind her and proved this almost immediately. Together with Marijana Pokrivac (Dandenong) and Zdravko Rajic (Footscray), the teachers have a

positive teaching approach and this 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 2014/2015 financial year, two graduation ceremonies were held to recognise student's achievements, Thursday 27<sup>th</sup> November, 2014 and Thursday 16<sup>th</sup> July 2015. Both ceremonies took place in the offices of the Croatian Consulate General in Melbourne. Attendees were welcomed by the Croatian Consulate General, Mr Dubravko Belavic, who also presented certificates to the students.

**Rosie Jurina** - Croatian Language Classes Coordinator



# COMPREHENSIVE FINANCIAL REPORT

## INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2015

	Notes	2015 \$	2014 \$
Revenue from ordinary activities	2	1,799,069	1,583,899
Employee benefits expense		(1,345,277)	(1,171,546)
Depreciation and amortisation expenses		(28,625)	(23,848)
Loss on write-off of assets	-	-	(1,045)
Bad debts write-off	-	-	(4,318)
Doubtful debts provision movement		(1,000)	-
Rent		(67,934)	(68,804)
Other expenses from ordinary activities		(247,307)	(247,584)
Borrowing costs expense	-	-	-
<b>Surplus before income tax expense</b>		<b>108,926</b>	<b>66,754</b>
Income tax revenue (income tax expense) relating to ordinary activities	-	-	-
<b>Surplus after income tax expense</b>		<b>108,926</b>	<b>66,754</b>

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	Notes	2015 \$	2014 \$
<b>CURRENT ASSETS</b>			
Cash assets	3	423,772	375,567
Receivables	4	101,354	77,090
Other	5	3,402	4,066
<b>TOTAL CURRENT ASSETS</b>		<b>528,528</b>	<b>456,723</b>
<b>NON-CURRENT ASSETS</b>			
Property, Plant & Equipment	6	69,359	68,547
Other	5	3,208	3,208
<b>TOTAL NON-CURRENT ASSETS</b>		<b>72,567</b>	<b>71,755</b>
<b>TOTAL ASSETS</b>		<b>601,095</b>	<b>528,478</b>
<b>CURRENT LIABILITIES</b>			
Payables	7	96,096	132,300
Provisions	8	63,254	77,352

<b>TOTAL LIABILITIES</b>		<b>209,326</b>	245,635
<b>NET ASSETS</b>		<b>391,769</b>	282,843
<b>MEMBERS' FUNDS</b>			
Retained surplus	10	<b>391,769</b>	282,843
<b>TOTAL MEMBERS' FUNDS</b>		<b>391,769</b>	282,843

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2015**

	Notes	2015 \$	2014 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from Government and Sponsors		<b>1,250,680</b>	1,172,521
Other Income		<b>691,845</b>	546,894
Payments to suppliers and employees		<b>(1,872,757)</b>	(1,570,105)
Interest received		<b>7,873</b>	6,923
Borrowing costs		-	-
Net cash provided by/(used in) operating activities	12 (b)	<b>77,641</b>	156,233
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for property, plant and equipment		<b>(29,436)</b>	(67,210)
Net cash used in investing activities		<b>(29,436)</b>	(67,210)
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>			
Repayment of borrowings		-	-
Net cash provided by/(used in) financing activities		-	-
Net increase/(decrease) in cash held		<b>48,205</b>	89,023
Cash at beginning of financial year		<b>375,567</b>	286,544
Cash at end of financial year	12 (a)	<b>423,772</b>	375,567

**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:

<b>Class of Fixed Asset</b>	<b>Depreciation Rate</b>
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.

#### **(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.

## (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	2015 \$	2014 \$
<b>NOTE 2: REVENUE</b>			
<b>Operating activities</b>			
☑ interest	2(a)	7,873	6,923
☑ operating grants		1,162,246	1,079,800
- brokerage		493,170	377,756
☑ CACPS & PAG fees		51,989	34,837
- other income		83,791	84,583
		<b>1,799,069</b>	<b>1,583,899</b>
<b>(a) Interest from:</b>			
☑ other persons		7,873	6,923
<b>NOTE 3: CASH ASSETS</b>			
CBA Business Cheque Account		35,110	74,598
CBA Business Online Saver Account		153,999	300,482
Bendigo Bank – Investment Deposit Account		230,315	-
Bendigo Bank - Cash Management Account		1,042	-
Petty Cash		3,306	487
		<b>423,772</b>	<b>375,567</b>
<b>NOTE 4: RECEIVABLES</b>			
<b>CURRENT</b>			
Trade debtors		104,354	79,090
Less - Provision for Doubtful Debts		(3,000)	(2,000)
Other Debtors		-	-
		<b>101,354</b>	<b>77,090</b>
<b>NOTE 5: OTHER ASSETS</b>			
<b>CURRENT</b>			
Prepaid Expenses		3,402	4,066

NON CURRENT			
Rental Bond		3,208	3,208
	Notes	2015	2014
		\$	\$
<b>NOTE 6: FIXED ASSETS</b>			
(a) Office furniture and equipment			
At cost		106,400	93,417
Less accumulated depreciation		(78,842)	(64,185)
		27,558	29,232
(b) Leasehold Improvements			
At cost		52,445	50,150
Less accumulated depreciation		(24,493)	(11,265)
		27,952	38,885
(c) Website Development costs			
At cost		3,200	3,200
Less Accumulated Depreciation		(3,200)	(2,770)
		-	430
(d) Software Licence costs			
At cost		14,159	-
Less Accumulated Depreciation		(310)	-
		13,849	-
Total fixed assets		69,359	68,547
<b>NOTE 7: PAYABLES</b>			
CURRENT			
Unsecured liabilities			
Trade creditors		-	10,370
Sundry creditors and accruals		33,697	64,182
Amounts payable to Australian Taxation Office (GST & PAYGW)		62,399	57,748
		96,096	132,300
<b>NOTE 8: PROVISIONS</b>			
CURRENT			
Employee benefits - Annual Leave	8(a)	63,254	77,352
NON-CURRENT			
Employee Benefits - Long Service Leave	8(a)	49,976	35,983
(a) Aggregate employee benefits liability		113,230	113,335
<b>NOTE 9: OTHER LIABILITIES</b>			
CURRENT			
Prepaid/Unexpended Grants		-	-
		-	-

**NOTE 10: RETAINED SURPLUS**

Retained surplus at the beginning of the financial year	<b>282,843</b>	216,089
Net surplus (loss) for the year	<b>108,926</b>	66,754
Retained surplus at the end of the financial year	<b>391,769</b>	282,843

**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	<b>73,007</b>	43,502
-between 12 months and 5 years	<b>49,107</b>	48,125
-greater than five years	-	-

<b>Total lease commitments (GST inclusive)</b>	<b>122,114</b>	91,627
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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 \$3,278.92 (GST inclusive).

The commencement date of the lease for Level 1/128 Walker St, Dandenong is 1 September 2014 and the expiry date is 31 August 2017. Rent payable per month is \$2,805 (GST inclusive). There is one further option for a three year period at the end of the current lease.

**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	<b>423,772</b>	375,567
	<b>423,772</b>	375,567

**NOTE 12: CASH FLOW INFORMATION****(b) Reconciliation of cash flow from operations with profit from ordinary activities after income tax**

Surplus (Deficit) from ordinary activities after income tax	<b>108,926</b>	66,754
Non-cash flows in profit from ordinary activities		
Depreciation	<b>28,625</b>	23,848
Net (gain) / loss on disposal of property, plant and equipment	-	1,045
Movement in doubtful debts provision	<b>1,000</b>	
Changes in assets and liabilities		
(Increase)/decrease in receivables	<b>(25,265)</b>	(13,872)
(Increase)/decrease in other assets	<b>663</b>	(6,309)

Increase/(decrease) in unexpended grants	-	-
Increase/(decrease) in payables	(36,204)	54,380
Increase/(decrease) in provisions	(104)	30,388
<b>Cash flows provided by (used in) operations</b>	<b>77,641</b>	<b>156,234</b>

**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

**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.

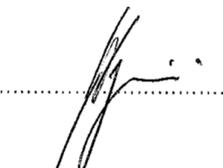
In the opinion of the committee the financial report:

1. Presents a true and fair view of the financial position of Australian Croatian Community Services Incorporated as at 30 June 2015 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 25th day of September 2015

  
 MIRO GURBIC  
 (MEMBER)

  
 VLADIMIR VIZEC  
 (Chairperson)

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF  
 AUSTRALIAN CROATIAN COMMUNITY SERVICES INCORPORATED**

**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 the statement of financial position as at 30 June 2015, 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

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.

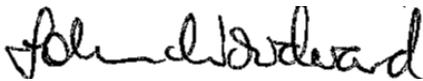
The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting obligations under the Associations Incorporation Act (Victoria). I disclaim any assumption of responsibility for any reliance on this report or on the financial report 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 2015 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 25th day of September 2015

### **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 2015. 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.



25<sup>th</sup> September 2015

John Woodward

Chartered Accountant

	2015 \$	2014 \$
<b>INCOME</b>		
<b>Grants received</b>		
CACPS Grants - Department of Health & Ageing	569,716	586,136
Education Grants		
Southern Metropolitan	16,950	9,813
Central Western Metropolitan	16,054	24,238
Dept of Human Services (Vic) - Grants	473,606	387,053
Other Grants and Contributions		
ACSIHAG	78,797	69,000
DSS-CVS	7,123	3,560
<b>Total Grants received</b>	<b>1,162,246</b>	<b>1,079,800</b>
<b>Other Income</b>		
Activities Income	47,166	68,203
Brokerage	493,170	366,755
CACPS & PAG Client Fees	51,990	34,837
Donations	-	-
Interest Income	7,873	6,923
Re-imburement of Workcover	-	-
Miscellaneous Income	36,624	27,381
<b>Total Other Income</b>	<b>636,823</b>	<b>504,099</b>
<b>TOTAL INCOME</b>	<b>1,799,069</b>	<b>1,583,899</b>
<b>LESS EXPENSES</b>		
Accounting and audit fees	6,600	8,550
Advertising & Promotion	2,677	9,637
Annual leave (movement in provision)	(14,098)	14,093
Bad Debt Write-off	-	4,318
Bank Charges	70	-
Computer expenses	31,241	17,768
Consulting services	-	5,500
Depreciation	28,625	23,848
Doubtful Debts Provision	1,000	-
Internet expenses	3,324	1,644
Legal & Filing expenses	212	1,601
Light, Power, rates and water	10,420	8,547
Loss on write-off of assets	-	1,045
Long Service Leave provision	13,994	16,294
Meeting and Function costs	2,668	21,787
Carry forward expenses	86,733	134,632

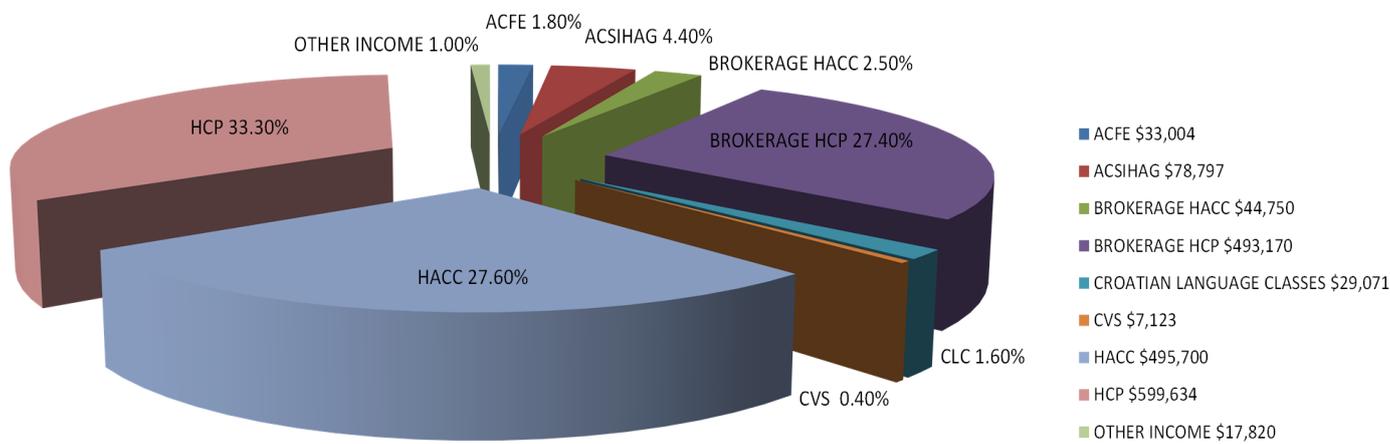
**DETAILED INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2015**

	2015	2014
	\$	\$
Carried forward expenses	86,733	134,632
Office Supplies	21,378	19,276
Penalties and interest	-	-
Postage	1,386	1,719
Program expenses	59,598	39,882
Publications	9,341	4,090
Rent	67,934	68,804
Repairs and maintenance	31,447	26,750
Salaries and wages	1,208,031	1,017,839
Staff amenities	5,605	4,334
Sundry expenses	3,301	4,552
Superannuation	102,079	84,194
Training and other employer costs	15,411	12,386
Telephone	13,211	13,607
Travel Allowance		
Travel Allowance – Volunteers	36,022	40,372
Travel expenses	3,707	4,114
Work cover and Insurances	24,959	40,594
<b>TOTAL EXPENSES</b>	<b>1,690,143</b>	<b>1,517,145</b>
<b>OPERATING SURPLUS/(LOSS)</b>	<b>108,926</b>	<b>66,754</b>

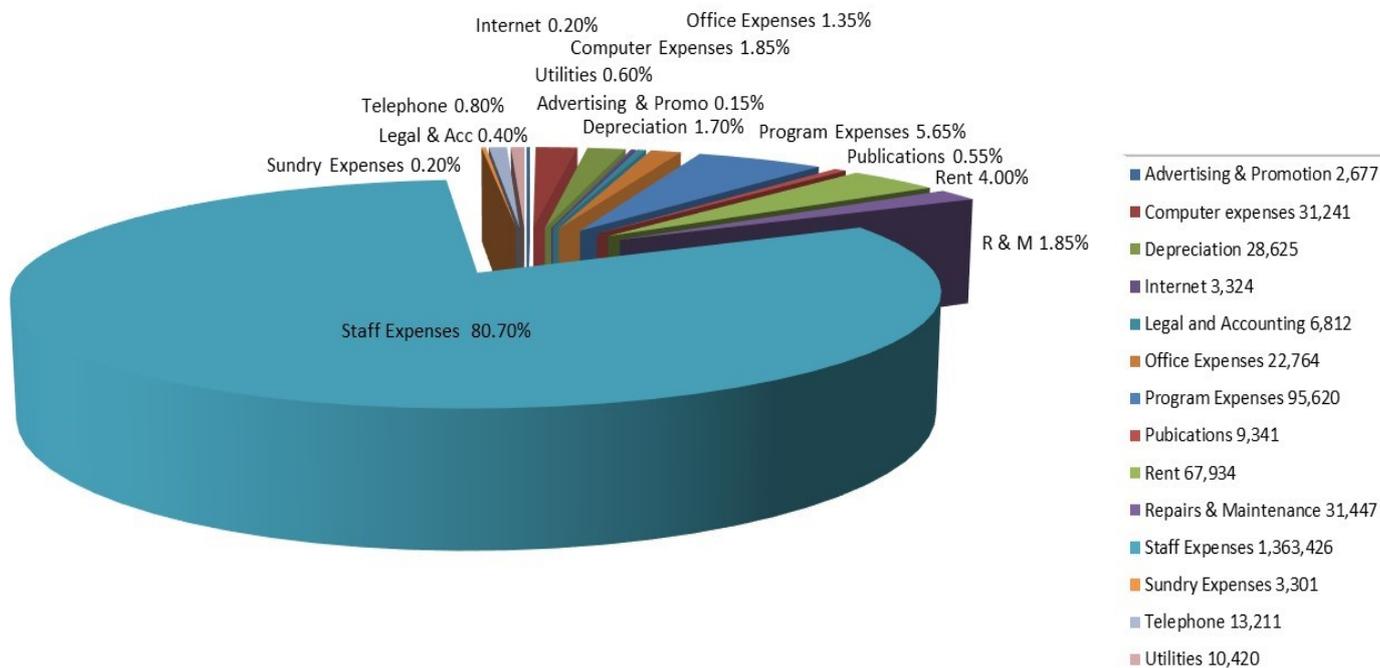
# FINANCES IN A SNAPSHOT

Grant Income that ACCS has received from HCP programs has been consistent and accounts for 33.30% of income. HACC has increased in the past year and is now contributing with 27.60%. Brokerage is the third income winner with 27.40% the total income. As ACCS'S is a service provider its largest expense is naturally employment costs. This accounts for 81.70%.

## ACCS INCOME 2014/15



## ACCS Operating Expenses 2014/2015



# ACKNOWLEDGMENTS

## AUSTRALIAN GOVERNMENT

Australian Croatian Community Services wish to sincerely thank all our funders for their financial support in 2014/2015.

Department of Health and Ageing (Department of Social Services)



**Australian Government**  
Department of Health and Ageing



**Australian Government**  
Department of Social Services

Department of Health and Department of Education and Early Childhood Development; Learn Local



Department  
of Health



Department of Education and  
Early Childhood Development



## NON GOVERNMENT GRANTS

We also sincerely thank you the following councils, trusts and foundations for their financial and other support to our programs.

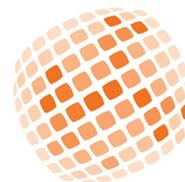
City of Casey



Ethnic Communities Council of Victoria



WIN Aged Care



Workforce  
Innovation  
Network  
**AGED CARE**

Rotary Club Footscray



Carers Victoria Respite Connection



Western Region  
Aged Care WRAC





# Office Locations

**SUPPORT@ACCS.ASN.AU**

*ACCS Annual Report 2014 - 2015*

## **GROUND FLOOR**

**4-8 PARKER STREET**

**FOOTSCRAY VIC 3011**

**03 9689 5811**

## **LEVEL 1**

**128-130 WALKER STREET**

**DANDENONG VIC 3175**

**03 9791 6000**

**WWW.ACCS.ASN.AU**