

Australian
Croatian
Community
Services



Australsko
hrvatske
društvene
usluge

ANNUAL REPORT

2015/16

Year in Review



Contents

- 3 WHY WE ARE HERE
- 4 WHO WE ARE
- 6 CHAIRPERSON'S AND CEO'S REPORT
- 8 STRATEGIC PLANNING 2016-2019
- 10 SERVICES IN A SNAPSHOT
- 11 OUR STORY - LIFE WITH ACCS
- 12 HOME CARE PACKAGES
- 14 BROKERAGE SERVICES
- 16 HOME AND COMMUNITY CARE
- 21 BROKERAGE HACC
- 22 PERFORMING ARTS
- 23 SPECIAL PROJECTS
- 24 COMMUNITY VISITORS SCHEME
- 25 OUR STORY - LIFE AS A VOLUNTEER
- 26 ADULT COMMUNITY EDUCATION
- 28 FINANCIAL REPORT
- 38 FINANCES IN A SNAPSHOT
- 39 ACKNOWLEDGEMENTS

WHY WE ARE HERE

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

To be recognised as a leader in the area of service provision, social and cultural diversity and sustainable life of the target and broader communities.

Our Mission

ACCS' mission is to provide culturally and linguistically appropriate welfare services and programs.

Our services and programs assess and address the needs of our target groups in a client centred manner.

Our Guiding Principle

Excellence in service delivery through continuous improvement.

Our Values

We uphold these core values and promote them in the community.

Social Justice

We provide needed services and stand up for underrepresented community members.

Empowerment Respect

We empower our clientele to experience better life.

We create an environment that promotes respect and fairness for all people (those we serve and those we work with).

Diversity

We celebrate, respect, and include all people from Victorian multicultural communities.

Integrity

We pursue honourable initiatives, and conduct business in a way that is honest, transparent and ethical.

WHO WE ARE

It is with pride that we present you with the Committee of Management, Staff and Volunteers of 2015-2016!

Since our founding in 1984, the Committee of Management members have come from different backgrounds, some professional, some lay, experienced and young, male and female, all of whom have served for the right reasons, and all of whom have given so much. Thank you.

Chairperson

Milan Delac

Vice Chairperson

Michael Pernar

Treasurer

Boris Jakovac

Secretary

Dr Miro Ljubcic

Members

John Sipek

Jenny Matic

Steve Bilos

Thank you for shouldering responsibility and putting the organisation's interests ahead of your own. Programs become easier to execute, changes become easier to implement and problems become easier to solve.

CEO

Franci Buljat

Finance Officer

Senka Grancieri

Program Manager HACC

Lily Silic

Program Manager HCP

Marina Rozic (HCP North West)

Care Adviser HCP, HR

Gordana Dudovic (HCP South and East)

Brokerage Services Liaison Officer

Vera Paleka

Brokerage Services Liaison Officers, HR

Silvana Petric

Coordinator HACC

Danijela Dabo

Coordinators PAG

Senada Ekic (North West)

Biljana Barisic (North West)

Ankica Matkovic (NorthWest)

Darko Kotevski (Southern Metropolitan)

Vlado Jakopanetz. (Southern Metropolitan)

Case Work

Senada Ekic (Footscray office)

Office Administrator and Case Work

Rosie Jurina (Dandenong office)

Education Programs

Rosie Jurina

Project Officer

Anne Blight

Tutors - English and Computer Classes

Sanja Sokora

Darko Kotevski

Antonia Silic

Marijana Pokrivac

Zdravko Rajic

Sanja Sokora

Employees like you are the epitome of professionalism and compassion. Thank you for bringing your best to work every single day. All the people you serve are very grateful.

North West Region

Atanasova Milojka
Bosnjak Bernarda
Bionda Jasminka
Bercsenyi Maria
Brekalo Mirjana
Cicak Ermina
Hrstic Marija
Konjevic Milena
Mateski Zaklina
Matkovic Ankica
Pavleka Mira
Raic Valerie
Skupnjak Slavka
Salic Berta
Vucica Mila

South and East Region

Ambros Zdenka
Basic Brigita
Cervenjak John
Garic Ivanka
Goja Ljiljana
Guljas Katica
Jukic Katie
Juric Tereza
Husag Eva
Teljega Zelislava
Puratic Verica
Radivoj Jasminka
Zagar Bernarda

Direct Care Workers

Without you we cannot do it! You are proof that volunteers are people who don't want to be thanked for helping others, but want to thank others for giving them the opportunity to help. Thank you.

North West Region

Benic Ankica
Bosnjak Klara
Cvitkovic Irena
Herceg Josipa
Hodinj Stefka
Jakicic Bozena
Jezovita Dragica
Kanjuh Vlado
Karakas Zdenka
Koch Antun
Kopriva Bozenka
Kralj Nada
Muhvic Dragica
Muhvic Rudi
Radoslovic Milena
Ritosa Mirjana
Romic Ana
Sumbera Ana
Tomic Ana
Tomic Branko

Tonkovic Suzana
Valencic Olga
Vidic Petar
Vorotnjak Paula

Southern Metropolitan Region

Antonic Martin
Culanic Antonia
Culjak Marija
Ercegovic Milka
Ivicevic Janja
Korac Sanya
Kovacevic Katica
Marinovic Rosa
Milanovic Katica
Pajic Tanja
Simunic Stefica

Smrk Alojz
Stojan Verona
Teljega Petar
Teljega Silvija
Zeljko Skorupski

Community Enrichment Program (CEP)

Boljesic Andja
Buljat Franci
Culanic Antonia
Petric Silvana
Silic Antonia
Sutalo Ilija
Vargovic Zoran

Volunteers & CEP

Chairperson's and Chief Executive Officer's Report

For Australian Croatian Community Services (ACCS), 2015/16 has been another busy year with significant changes in the community and aged care sector.

July 2015

Revised Government funding regulations have seen the implementation of Consumer Directed Care within ACCS's Home Care Packages program, involving many administrative and IT changes. Staff were trained in using a new approach to consumers and implementing new financial systems of reporting to them. All our existing consumers signed new contracts. We take this opportunity to thank staff and Direct Care Workers for their continuous commitment to our ageing community.

August 2015

Staff Professional Development Day had an overarching theme 'Change'. The focus was equipping staff with the knowledge about changes in the aged care sector and how to best prepare for them. Event speakers included professionals from the Victorian Department of Health and Human Services, medical profession, finances and motivation.

October 2015

Continuous Improvement Project – To succeed in taking any service from good to great, we constantly need to review our processes and the way we do things. ACCS engaged external consultant to assist in the implementation of small step by step improvement strategies.

November 2015

ACCS hosted the annual meeting of "Aged Care Providers for the Croatian Community in Australia". Colleagues and Board members from Canberra, Geelong, Sydney and Wollongong presented their reports and discussed the challenges and opportunities within the sector.

January/February 2016

Comprehensive internal financial review was conducted for major programs,

which saw the need to take a second look at overall processes and systems. Series of changes that have been implemented by the government, can have negative impact on smaller organisations. We saw the need to be proactive and well prepared for the future with the focus on multi skilled workforce and strong focus on quality of service.

April 2016

Strategic Planning is a systematic approach through which an organization agrees on priorities that are essential to its mission and responsive to its environment. ACCS conducts this process every three years. Extensive effort was put into preparation for the two days of brainstorming and consultations with both staff and Committee of Management. Staff feedback was crucial in shaping the pathways for the next three years: to provide excellent service to Croatian and BIH ageing population and ensure sustainability of the organisation, to stay in business, to continue serving target communities, to have well trained staff and competitive prices, to help communities who struggle understanding the system and to serve multicultural communities in the future.

June 2016

External Review - Lorraine Poulos and Associates (LPA) were engaged to undertake a 'high level' structure and process review to develop recommendations to address key challenges facing Australian Croatian Community Services with a focus on improving efficiencies, sustainability and growth.

In the last few years there have been significant changes in ACCS. The organisation has successfully transitioned from being 'breaking even' to returning a surplus. There has been growth of approximately 58% over four years. ACCS also opened a second office in an attempt to grow and expand the business.

Given the reforms in the Aged Care sector where funding will be constrained and competition strong, it is now necessary to examine in more detail the functions, processes, staffing structure and associated costs of operating ACCS. It is necessary to ascertain if aged care services are sustainable and if not, what changes may need to be made.

The review which was undertaken during the course of June 2016 has made recommendations in respect of four priority areas which were:

- Organisational structure
- Technology
- Financial sustainability
- Future proofing the organisation - marketing - as a means to maintain current and expand market share.

The future holds even bigger challenges with a deregulated market within Home Care Packages program starting in early 2017.

To meet these challenges, we are putting together an experienced and dynamic COM to guide and assist the CEO. We will continue to ensure that our operational

practices, culture, skills, knowledge and tools are aligned with the core strategies so we are well placed to take advantage of the opportunities and challenges that the community services sector is facing.

We would like to express gratitude to all the Committee of Management members for volunteering their skills and their support throughout the year. Our appreciation is also extended to staff for their work and commitment.

Last but not least, our volunteers! No thank you is big enough to express our appreciation for all you do each and every day, ensuring that our elderly and most vulnerable members of the community are well supported. There is no greater pleasure in life than to be surrounded by people with a common purpose which has at its core the care of others and benefit to the community.

We are pleased to present the ACCS Annual Report 2015-2016.



MILAN DELAC
CHAIRPERSON



FRANCI BULJAT
CHIEF EXECUTIVE OFFICER



Strategic Planning 2016-2019

FOREWORD

Our strategic plan reflects our vision for ACCS's future as a sustainable and visible community services provider in the community.

Committee of Management and Staff of the Australian Croatian Community Services developed this Strategic Plan, which provides the organisation with a three-year roadmap for supports, services and organization development. The COM will review progress annually and update the plan as needed.

- The staff provided important support and analysis to complete this plan. Following analysis was completed in preparation for and on the actual Planning Day held on 21 April 2016; Programs Overview, SWOT, Vision, Mission, Operating Environment, Business Relationships

and Key Performance Categories. This planning session set the stage for a work session of the COM.

- Committee of Management met on 24 April 2016 to review staff's feedback and their view on what goals and objectives should be. The environmental scan and organizational assessment helped COM assess both the challenges and opportunities ACCS is likely to face over the next three years and set the context for the pathways reflected in this Strategic Plan.

We believe in being explicit in our core values and at the same time responding rapidly and effectively to issues and changes in our operating environment.

MILAN DELAC
ACCS CHAIRPERSON

The major themes of work for the period 2016-2019



Our Strategic Plan gives these themes clear definition so that our work and projects have a specific rationale within our overall work program.

Our Capacity

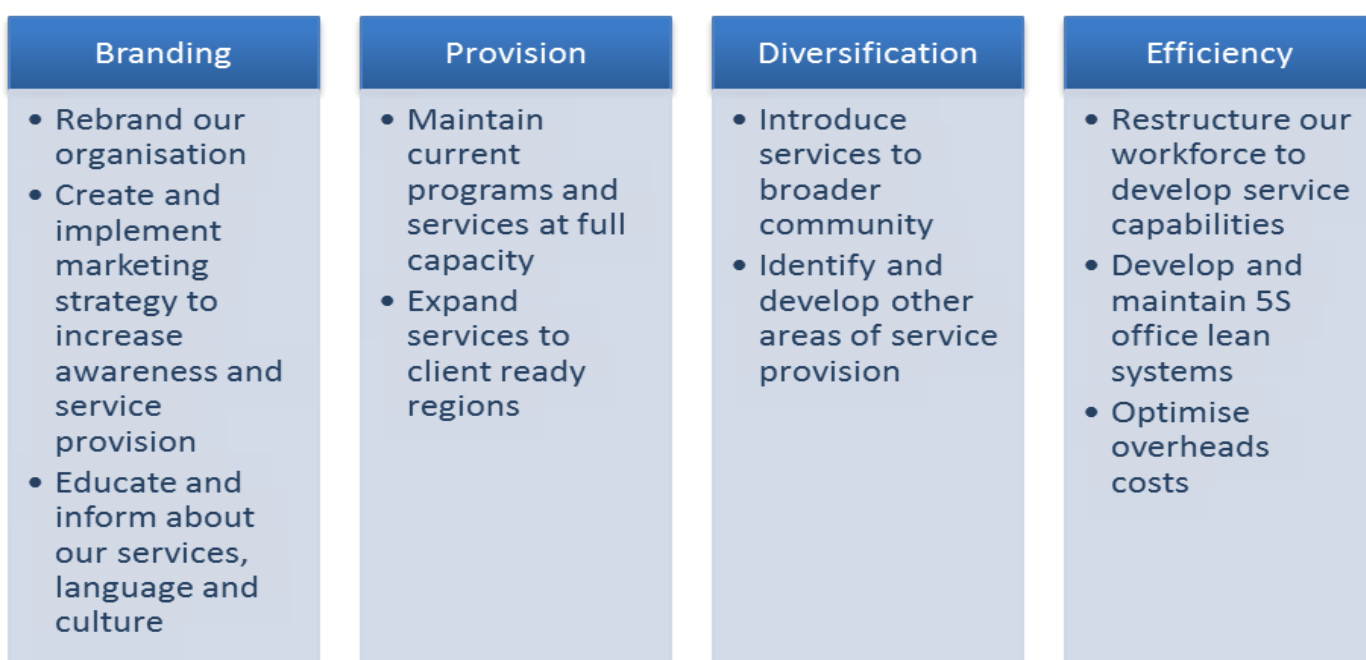
Key areas of competence required to deliver our three year objectives are:



Measuring Success

Every pathway in this plan will have performance indicators that allow COM and executive staff to monitor progress. This is central mechanism by which we will set goals and evaluate our success as an organisation. Our work presents challenges. We are focused on these challenges and are working towards better ways of demonstrating the value we add.

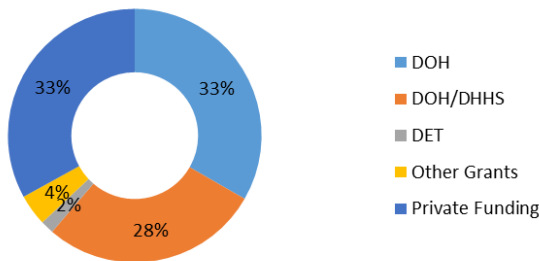
Strategic Pathways at a Glance



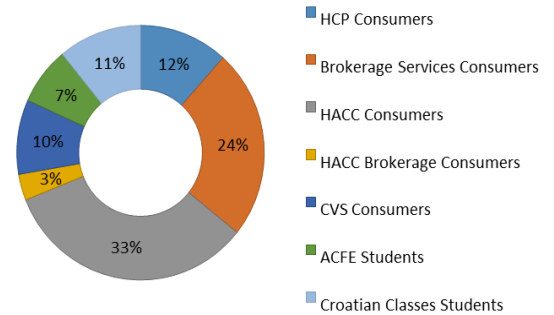
Services in a Snapshot

2015-2016 CONTINUES TO BE A YEAR OF GROWTH AND CHANGE FOR ACCS

WHERE OUR MONEY CAME FROM

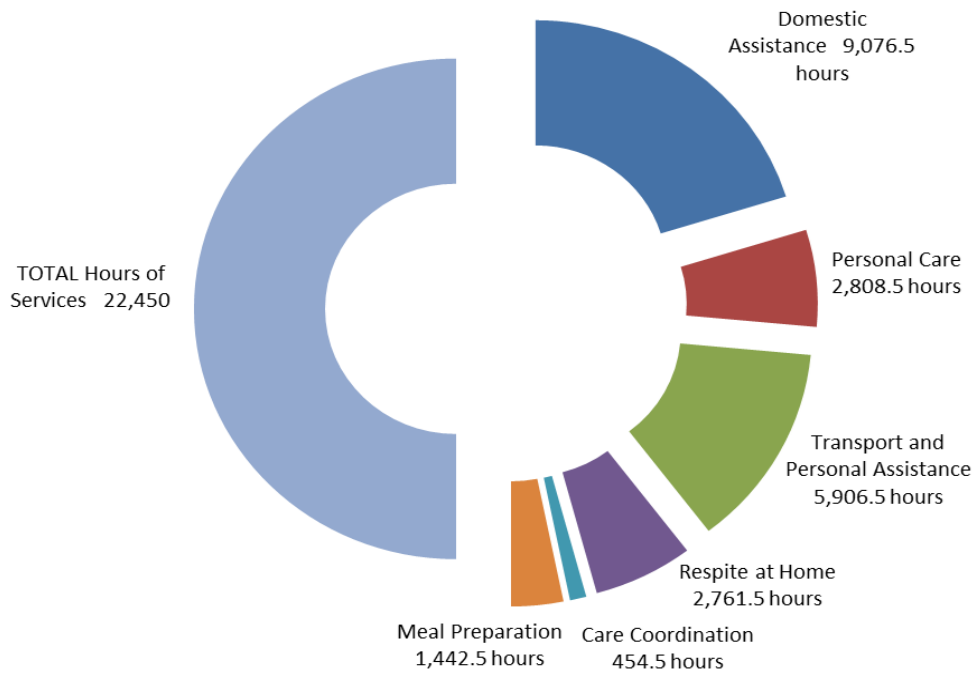


WHO WERE WE PROVIDING SERVICES TO



Total of 209 elderly received the assistance in their homes, from our Home Care Packages and Brokerage Services Programs

OCCASSIONS OF SERVICE (HOURS)



| | |
|-------------------------|---|
| Committee of Management | 7 members, longest serving since 2004 |
| Office Staff | 13 Program staff 7.3 (FTE, including 0.5 casual) Support staff 2.4 (FTE) |
| Casual Workforce | 27 DCWs 5 Tutors |
| Active Volunteers | 46 |

LIFE WITH ACCS

Vesna, a vibrant 61 year old lady, has been associated with Australian Croatian Community Services for over 20 years and is still actively involved in its activities, now as a member of the Planned Activity Group under Home and Community Care Program.

Originally from Croatia, Vesna migrated to Australia in 1993. Unfortunate circumstances and even the turmoil of a traumatic war brought her here, however, it was not a light decision to come to a new county, to start a new life in surroundings that were unfamiliar. Unfortunately, Vesna not only left behind her parents, a secure job and personal belongings, but her most prized possessions, her two children.

Vesna had sought the support of ACCS soon after she came to the country, as she was not familiar with the Australian systems and her English language skills were almost non-existent. Staff at ACCS were very supportive, especially the social worker who took her under her wing and guided her every step of the way. Life was certainly getting back on track until once again another unexpected surprise came. After experiencing some minor movement signs of muscle weakness in her right leg, numerous visits to the specialists followed and the shocking news was brought to her from her neurologist. In 1996 Vesna was diagnosed with Multiple Sclerosis. Life would certainly never be the same again.

The need and desire to remain independent was great and with the assistance of ACCS Vesna was granted permanent public housing accommodation. Her involvement with ACCS continued as a student of English language classes and later on she enrolled in computer classes as well. She was also involved in many other activities and continued supporting the organisations during tough times when some programs were cut off.

The strike of misfortune hit Vesna again. Her partner of 10 years suddenly lost his life and Vesna was left alone again. Despite being on



the verge of emotional and mental despair, an incredible fighter, Vesna has proven that nothing was impossible. With great support from dedicated staff and support workers at ACCS, Vesna stayed strong and positive and is still fighting the odds. After almost 20 years from her first diagnosis with MS, she still manages her independent living.

Throughout the years Vesna has completed several English language and computer courses at ACCS. This has given her incredible feeling of power and strength, whilst embracing new skills. Vesna keeps herself occupied with many hobbies and interests including natural and alternative healing, gardening, cooking, baking, politics and more. An intelligent and wise woman with a heart of gold, Vesna is giving and always ready to help and support others. She was even given the opportunity during computer classes, to help and support other beginner participants, which she totally embraced.

Always ready for a joke, Vesna is a great inspiration and motivator for not only the staff at ACCS, but also to other members of the planned activity group which meets every Friday. ACCS is her second home. Her words are quite often: "ACCS has given me the opportunity for a new life...actually, ACCS is my life!!!"

HOME CARE PACKAGES (HCP) NORTH, WEST, SOUTH AND EAST REGIONS

Home Care Support Services

The Home Care Packages Program (HCP) maintains the responsibility of 45 packages for consumers who live in the Northern/Western (25), Eastern (10) and Southern (10) regions of Melbourne.

As of 1 July 2015, the packages are operating under Consumer Directed Care Model (CDC) and ACCS has successfully transitioned consumers towards self directing their own packages. The HCP Program Manager and Care Advisor provide a number of supports to ensure the consumer and carer are able to manage independently in their own home. Supports include organising services such as personal care, home care, meal preparation, allied & nursing health care, monitoring and case management. Many of our consumers still require support to manage their own package and the Management has provided guidance and support to ensure that the consumer and carer continue to make informed choices about their care needs and contribute to their goal orientated care plan. Consumers presenting with increased complex and high care needs are referred for re-assessment and then transitioned to a higher level care package.

Our goal has always been to ensure that individuals

- can age with dignity in a safe, prosperous and caring Croatian environment
- maintain their independence, health, safety and happiness

Our service has been focused on staying personalised and unique, just as our consumers are. We have continued to

promote wellness and work closely together with our consumers and their family members in order to achieve set goals and aspirations.

We have worked hard to make system improvements for higher quality service delivery. This has been achieved through focusing on efficiency and effectiveness from our staff and resources available.

Currently we employ five Direct Care Workers in the North West and five in the South/East regions.

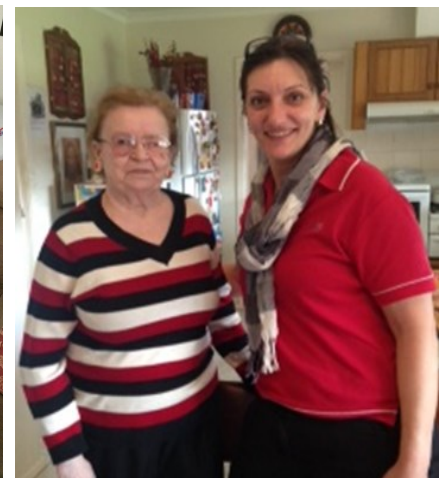
Continuous training and development of our staff is essential in ensuring that consumers receive the best service. It is important for us to have the workforce with the correct skills set, which are in line with current departmental expectations and the needs of our consumers.



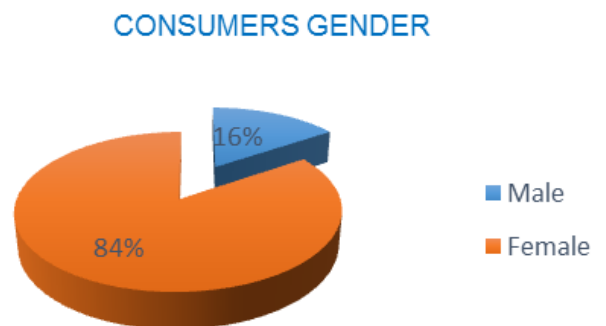
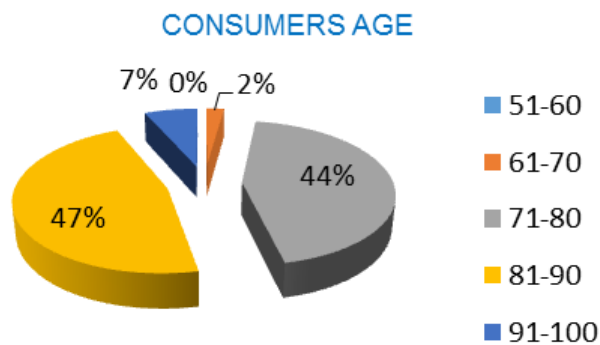
Care Adviser Gordana, with DCWs Zdenka and Brigita



DCW Ermina, Program Manager Marina, DCWs Mirjana, Milena, Berta, Bernarda



| | |
|--|---|
| <p>HIGHLIGHTS</p> | <p>All 45 consumers have embraced services under CDC model with individual budgets sent to them on a monthly basis; The implementation of the Alchemy software enabled us to run our operations more efficiently and provided ease in monthly reporting to our consumers.</p> |
| <p>PLANS FOR THE NEXT 12 MONTHS</p> | <p>Continuing to equip staff with knowledge and skills to deliver CDC; Continuing to ensure a high level of staff and consumer satisfaction.</p> |
| <p>CHALLENGES</p> | <p>Promoting our service in a competitive market; Up-skilling staff for Level 3-4 HCP; Ensuring that staff understand and practice the CDC model of care.</p> |



MARINA ROZIC - HCP PROGRAM MANAGER
GORDANA DUDOVIC - HCP CARE ADVISER/HR

NORTH WEST REGION AND SOUTH EAST REGION

Brokerage Services

It's about making the lives of elderly at home easy, more comfortable and enjoyable.

Our focus is on obtaining what consumers would like and need: a full choice, flexibility, greater control and the ability to choose where their care comes from.

Many mainstream organisations that provide care to elderly people have cultural or language requirements to support their consumers, therefore they enter into agreements with other service providers who can fit the criteria a consumer is looking for. ACCS provides culturally specific services to support elderly who are mainly from Croatian and Bosnian backgrounds as well as other non-English and English speaking consumers.

In 2015/16, the Brokered Services Program in the South East delivered 5,824.50 hours of services to 56 primarily Croatian and Bosnian speaking elderly; 8,344.75 hours of services in the North West to 99 primarily Croatian and Bosnian speaking elderly.

ACCS has entered into 18 service agreements with various providers including: Aged Care Providers, Hospitals, Community

Centre, Local Governments, and Private Clients.

ACCS partner Agencies include:

- *Access Care Southern*
- *Annecto*
- *Baptcare*
- *Benetas*
- *Brotherhood of St Laurence*
- *CareConnect*
- *Carers Victoria*
- *City of Melbourne*
- *Community Support Options*
- *Hammond Care*
- *ISIS Primary Care*
- *MECWA Care*
- *North Richmond Community Health*
- *RDNS*
- *Salvation Army*
- *Southern Cross Care*
- *State Trustees*
- *Villa Maria Catholic Home*

One of the most important parts of the service agreement with these providers is maintaining a quality service and ensuring service agreements are renewed on a yearly basis.

ACCS employs 16 Direct Care Workers under the Brokerage program. The support they provide in consumer's homes includes:



COFFEE TIME



DCWs STAFF MEETING

Personal care, Domestic Assistance, Respite at Home, Transport, Meal Preparation, Social Support and Companionship, Private Brokerage Arrangements, and other services as requested by the provider. ACCS is responsible for Direct Care Workers insurance, police checks, rostering, with training being an integral component.

Extensive training provided throughout the past year includes: Manual Handling, Infection Control, Fire Safety, Dementia, First Aid, Food Handling, understanding the principles of CDC and what CDC means for consumers and providers.

A warm thank you and congratulations are extended to the Brokerage DCWs for their ongoing commitment and fantastic work.

Our Direct Care Workers are a real credit to our

organization as they have proved themselves time again that they are dedicated and well trained and sought after by our partner agencies.

Brokerage Services Program has been on the increase for the last number of years. As ACCS's HCP program is limited with the amount of packages available, the Brokerage services enable continuing care for elderly who require support, linguistically and culturally specific. Our consumers are Croatian, Bosnian, Macedonian, Slovenian, Maltese, Italian, Australian, Spanish and a few others. This increase in clients has been a result of hard work, professionalism and excellent communication with agencies.

We thank our dedicated staff and our partner agencies for their ongoing commitment and support as it is because of them that we have come so far.

ACCS CEO MEETS CARECONNECT CASE MANAGERS IN DANDENONG



VERA PALEKA
BROKERAGE SERVICES LIAISON OFFICER

SILVANA PETRIC
BROKERAGE SERVICES LIAISON OFFICER/HR

Below is the feedback from some service providers and consumers/their families:

"...I take the opportunity to thank you for your wonderful support and assistance this year."

L.S. CareConnect Client's Daughter

"...Mrs S. S's Granddaughter requested that a big thank you be passed on to the staff that assisted with her grandmother's care. Mrs S. S. also sent a BIG thank you to DCW's Katica and Ivanka."

K. D. RDNS

"...It was good to speak to you too. I agree it's great to work as a team to get the best possible outcome for Mrs M.C."

K. O. CareConnect

"...The family rang and stated that Mr G. was very impressed with the Carer that attended; she made a very good impression. Thanks."

R. S. CareConnect

"I am contacting you to touch base with regard to my mother's mental health and care she receives from DCW, Milojka. Their relationship is really good and I too have met Milojka. She appears to be a kind individual that is a great match for my Mum."

A. R. Mrs D. A. daughter

Home and Community Care

HACC Volunteer Coordination (Friendly Visiting Program) and Planned Activity Group (PAG) programs are jointly funded through the State and Federal Government. Both programs are utilized at full capacity.

Our programs are delivered by highly qualified staff and volunteers, who are passionate in assisting elderly members of the Croatian community in need of social support services. Our amazing pool of volunteers have selflessly contributed their time on a weekly basis and this has been a pivotal factor in the success of the program.

FRIENDLY VISITING PROGRAM NORTH WEST REGION

Volunteer Coordination (Friendly Visiting Program)

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 fills us with pride.

The volunteer program offers weekly home visits, transport to church, senior citizens groups or planned activity groups. Our volunteers are very much aware of importance of the role they play in the life of those they visit and organization they represent. It is important to know how volunteers feel and what they think about being part of our team. Clients receiving social support highly appreciate volunteers and the service they provide. The time spent with a volunteer is their outlet and escape from loneliness and isolation. It also gives them a sense of feeling appreciated and part of the Croatian community.

Very often staff receive feedback from clients, regardless of type of service they receive. They appreciate staff passion and always being ready to help.

Below is just a small example of assistance offered to one our clients and their feedback.

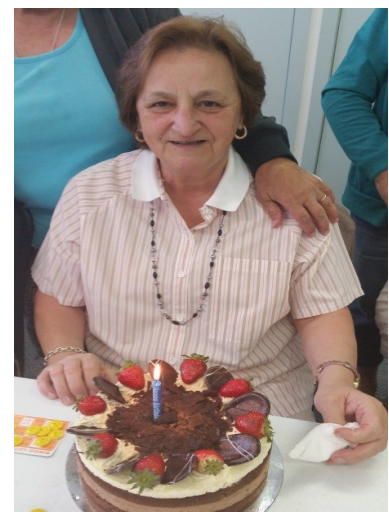
Client's Feedback

Mrs M. S. lives on her own and is quite isolated. She attends one of our PAG's and has transport provided by regular volunteer. She is very appreciative of the opportunity of being able to go out and spend time with her friends. Mrs M.S. also enjoys reading and finds ACCS's library a saviour as all the books are in Croatian and cover a wide range of reading styles. History books are her favourite though.

Mrs M.S. touched me with her recent comment " You know Lily, by bringing these books to me you save me. I am lonely and the books help me pass my time. Thank you for that".



Clients and volunteers at Federation Square



Birthday celebration

Gratitude and sincerity of the clients are a driving factor that keeps us going especially when we experience challenging times.

Program transition

As of 1st of July 2016 current HACCC program will be split in two. Program will be provided for clients under 65 that will be funded by State Home and Community Care Younger People program and clients. At the same time services received by clients over 65 years of age will be funded through Commonwealth Home Support Program.

LILY SILIC - PROGRAM MANAGER HACC

In order to prepare for this transition our staff, along with CEO, have attended number of forums and meetings that explained transition process, including funding and reporting obligations.

This transition period is a perfect time to reflect back what works well and what needs to improve in program. We are aware that challenging time is ahead of us and that positive attitude, will to accept challenge and changes that come with that will help us to improve our programs and keep it running for a very long time.

FRIENDLY VISITING PROGRAM SOUTHERN METROPOLITAN REGION

The Friendly Visiting Program (FVP) is based around volunteers who visit clients in their homes at a regular time on a weekly or fortnightly basis for a cup of coffee or provide transport for less independent clients of Planned Activity Groups (PAG).

The Program is designed for community members who are over 65, live independently, but have little or no social contact with friends and family and as a result are isolated. Clients and volunteers are matched based on their interests, hobbies, and availability.

In the last 12 months, we proudly recruited another three volunteers, who became a significant part of our very successful team. A total of 18 active volunteers participate regularly in the FVP, enriching and improving clients' lives.

I would like to take this opportunity to sincerely thank my volunteers for their dedication, professionalism, generosity, smile and kind words to their clients, and in providing practical and social assistance of excellence.



DANIJELA DABO - COORDINATOR HACC SM

Footscray & Deer Park

PLANNED ACTIVITY GROUP NORTH WEST REGION

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

For the past seven years, I have worked and continue to work with two amazing groups in the North-West Region, based in Deer Park and Footscray. The groups meet on a weekly basis, every Wednesday and Friday.

The Deer Park group is a mix of both core and high care clients, whilst the Friday group is a core only group. Depending on the type of activity, meeting times change to suit the group's needs.

Throughout the year the clients have participated in a variety of information sessions and activities such as:

- Yoga
- Cooked meals for high/core Deer Park group
- Alzheimer's Victoria info session (Art therapy)
- Brimbank Community Gardens (ongoing)
- Easter decoration making
- Diversity week celebration at Brimbank
- Blanket for charity making (small blankets for premature babies)
- Visit to Aged Well Aged facility (both groups)
- Visit to Marina Aged facility
- Information session :
 - Family violence
 - Palliative care
 - Alzheimer's info session
 - "Home at last" – Homelessness in aged
 - Visit to Dinamo Senior Club to celebrate
 - Mother's Day (live music and lunch with 150 people)
 - Australian hearing free testing to all members
 - Clients Birthdays are celebrated

In the last 12 months, PAG members also visited other Croatian social clubs and participated in joint events. We celebrated Christmas 2015 in the social rooms of the Melbourne Knights Soccer Club (Croatian Seniors Social Club) where close to 200 people had fun and enjoyed great food.

SENADA EKIC - COORDINATOR PAG



Busy bees made lots of small blankets and bennies for premature babies - Support Group Footscray



*Visiting Aged Well Facility
We made them happy...*



The Cook

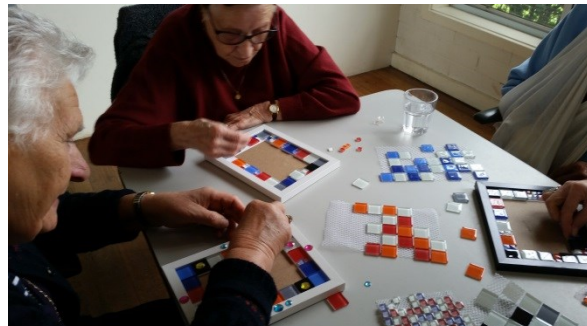
Whittlesea & Hume

2015-16 was a very productive year for the Whittlesea and Hume Planned Activity Groups.

We continued to deliver a range of diverse programs, events and short-term projects with the aim of increasing our clients' wellbeing, independence and participation in the community. Throughout the year, variety of activities were provided to our clients including exercise classes, walking groups, knitting projects, guest speakers, craft classes and bus outings. Client preference and choice are highly valued and taken into consideration when organising activities. Client needs are addressed and quality of life improved.

Highlights of the Year:

- **Paint a Scarf** watercolour project, where everyone created beautiful, high quality, wearable art scarf for themselves.
- **Angel's Blankets**, knitting project where clients showed their support by making small blankets for families dealing with the loss of their babies through miscarriage or stillbirth.
- **Information sessions** included topics ranging from Breast Cancer Foundation, Australian Hearing, Family Violence, Home at Last, etc.
- A very successful **Art Therapy Project** saw group members colour pre-drawn pictures. The art therapy assisted with concentration and increased their focus on small detail precision. The finished pictures were framed and taken home by clients as home décor.
- **Day Trip Outings** have always been popular, connecting clients with other social groups and offering an opportunity to visit new places. In April 2016, the group visited the Bundoora Park Farm where all enjoyed the scenery and had an opportunity to interact with friendly farm animals.



I look forward to the year ahead with new and exciting projects which our clients will be actively involved with.

BILJANA BARISIC - PAG COORDINATOR

Dandenong & Endeavour Hills

PLANNED ACTIVITY GROUP SOUTHERN METROPOLITAN REGION

As coordinators of the PAG groups, we have continued to provide clients with interesting and diverse activities, which have enriched their approach towards positive ageing. In the last 12 months, we have continued to strive and deliver an outstanding service to the PAG participants.

There were a number of memorable highlights throughout the year which included:

- Christmas in July at the Cuckoo Restaurant in the Dandenong Mountains;
- Christmas in July workshops, where we used our creative abilities to handmade wreaths and ornaments;
- Visit to Botanical Gardens in Cranbourne;
- Visit to fantastic William Ricketts Sanctuary which features Aboriginal sculptures;
- Scrumptious feast for lunch at the Lynbrook Hotel;
- Popular Fish Night for dinner at Dandenong City S.C. Endeavour Hills;
- Mother's Day Party at Dandenong City S. C. Endeavour Hills, which was highlighted with special dance performances by our clients (Can Can and Macarena).

We would like to take this opportunity to thank our loyal clients, volunteers and City of Casey. You can follow all our activities on ACCS's Facebook Page.



DANIJELA DABO - COORDINATOR HACC SM
DARKO KOTEVSKI - COORDINATOR PAG SM



Planned Activity Group - Endeavour Hills

PLANNED ACTIVITY GROUP HACCC BROKERAGE, CITY OF CASEY

Men's Group

An initial six month partnership with the Municipality of Casey in 2013, has seen Australian Croatian Community Services (ACCS) successfully continuing to provide excellent service to this exclusive Men's group.

Through perseverance and hard work, the group now has 14 men, active members, who reside within the City of Casey (with exception of few from the neighbouring suburbs).

WHAT WAS HAPPENING IN 2015-2016

Information sessions on various topics were held - men's health, sport, handyman's tips, gardening tips, legal issues, general health, fitness etc. These information sessions were very relevant to members' needs and wants.

"I took a part in one of the first ever Croatian Men's group and after one information session about Men's Health - Depression in elderly migrant men, I contacted my clinician and he recommended special medication for my depression ...as well as regular psychological treatment with a Croatian speaking clinician...I've been a different person since and I'm feeling amazing" - (ID)

In September 2016, Men's group was competing along with other groups in a Mini CrOlympics (light sport activities, Nordic Walking sticks exercise, Running with eggs on spoons, Bocce, Chess and Card games, etc). The day was full of joy and laughter.

The group's highlight in the last 12 months has definitely been the participation and monthly outing to the Blairlogie MEN'S SHED. Group members are transported in a mini bus and the daylong outing consists of workshop activities. The environment was a safe and warm one. A very supportive team assisted with the creation of very interesting art and craft items - mirrors framed with handmade recycled wood, mosaic plates and flower pots. The most recent activity involves making clay and plaster religious crosses, with the professional guidance of the instructor Vlado Jakopanetz.

"I love these outings with minibuses ...it's like a real medicine for the soul... I always enjoy these outings tremendously...Wasn't even aware how much fun these trips could be ...and how creative ...I've always been interested in art and craft and even today I'm really enjoying using my hands to create something nice, decorative and useful" (MP)

Our Men's group members were also involved in another picnic at the Mordialloc Beach, in March 2016, together with the other two groups where they were participating in several light sport activities and a tasty Croatian style BBQ with plenty homemade salads and cakes. All members have thoroughly enjoyed the day which finished with some typical and joyful, Croatian folk singing.

On the 10th May 2016 the Men's group members joined two other groups in the celebration of the Mother's Day at the restaurant of a Dandenong Soccer Club "HAJDUK" where they enjoyed great food and very nice entertainment provided by the band. During that lovely day the rest of the entertainment was provided by the original performance of the women from the Performing Arts group Casey dancing "Can Can", and Women's a-cappella choir singing Croatian old national folk songs followed by the performance of the dance Macarena.

"Incredibly entertaining and wonderful day in the great company of my friends and fellow members of this group...We had so much fun socialising. Such a nice way of spending some quality time with your own Croatian fellow countrymen ..." (JN)

We are still confident in our members' commitment and eagerness for the future development of this program, activities and ventures, and the strong and excellent partnership between our organisation ACCS and the City Of Casey. The needs of our clients/members are still the main paramount.

DARKO KOTEVSKI
MEN'S GROUP COORDINATOR



Performing Arts

The Performing Arts (PA) Program commenced in October 2015 as a pilot funded under the Planned Activity Program (PAG) by the City of Casey. The initial brokerage agreement was for 6 months and ended on the 30th March 2016.



The objectives of the group were:

- To provide and facilitate 2-3 performances during the 6 month period.
- To promote policies, practices and activities which enhance the lives of older people from Croatian background,
- To cherish skills and knowledge from their own (Croatian) cultural heritage and to develop new ways of creative expression through the various aspects of visual performances, theatrical drama, artistic expression, dance, singing, craft and arts in general.
- To create deeper and more meaningful friendships between the older people from Croatian background.
- To empower older people from Croatian background to become more creative and to take greater control of their lives.

Highlights of the PA group included:

- Participation at the HACC 2015 Christmas party in the facilities of

Melbourne Knights Soccer club. The highlight of the Christmas party were two acts of the PA group. First performance, a choir act, consisted of 14 members singing a potpourri of national folk songs, dressed in colourful Croatian folk costumes. The second act was an 'a cappella' style performance, performed by 6 members of the women KLAPA group.

- The celebration was also attended by the representative from the City of Casey.
- Participation at the book launch of Australian/Croatian writer and poet, **Mr Vladimir Jakopanetz**. The launch took place at the Darebin Multicultural Centre on the **17th December 2015**. The performances included a potpourri of national folk songs and the women's 'a cappella' KLAPA. It was an incredible night, full of Croatian culture, nice stories, songs and joy!
- Performance in **March 2016** for the **Casey Social Support Network** "Staff Professional Development Day". This was a fantastic opportunity for the promotion of ACCS and the successful partnership with the City Of Casey.
- An additional performance was organised after the completion of the pilot program. The group performed voluntarily for the **Mother's Day 2016** celebration.

We are still confident in the future development of programs similar to this one. We look forward to new ventures and continuing the strong and excellent partnership between ACCS and the City Of Casey. The needs of our clients members are still the main paramount.

DARKO KOTEVSKI
COORDINATOR PA-PERFORMING ARTS



CONSUMERS VOICE GROUP

WE ALL NEED TO BE INVOLVED!

Australian Croatian Community Services has endorsed the notion and commitment to consumer engagement.

Consumer engagement is the meaningful involvement of consumers in the decision-making about the organisation's planning and policy development, in the delivery of services and decisions relating to consumers' wellbeing and that of their community.

Our organisation actively engages consumers in decisions about how services are run, by working together to improve services in a meaningful and responsive way.

Consumer is a term used to describe:

- **clients** – people who are using, have used, or may use the services of Australian Croatian Community Services (ACCS)
- **carers** – family or friends providing unpaid care and who may also receive services
- **communities** – groups of people who have an interest in the development of health services
- **COM members** and staff

The purpose of Consumer Engagement is to:

- share information that creates consumer friendly access to services
- enhance consumer confidence in services provided
- develop responsive services
- offer consumers a right to participate in their service
- improve communication between consumers and staff

Established in December 2015, the role of the Committee is to be a “voice” for consumers and to work in partnership with ACCS to improve outcomes for consumers. It has been great to see such an interest from all the stakeholders to join this group. I would like to take this opportunity to thank all the members who volunteered their time in three meetings held so far, very actively engaging in what matters most to ACCS; clients care and opportunities and challenges in the future.

Committee of Management: Michael Pernar
Staff: Franci Buljat, Marina Rozic, Gordana Dudovic, Lily Silic
DCWs: Zdenka Ambros, Brigita Basic, Mirjana Brekalo, Bernarda Kacic
Volunteers: Stefica Simunic, Martin Antonic, Klara Bosnjak, Mirjana Ritosa
Clients: Ana Vancas, Zdravka Suranji, Kristina Vukovic

FRANCI BULJAT - CEO

Community Visitor Scheme

Australian Croatian Community Services (ACCS) first received funding under the Community Visitor Scheme (CVS) in 2013.

The aim of the program is to provide friendship and companionship for recipients of Australian Government subsidised residential aged care or Home Care Packages who have been identified by their aged care provider as experiencing or being at risk of social isolation whether for social, cultural reasons or disability. Our aim is to ensure that clients or recipients lives are enriched by the visits they receive or the contact they have with our CVS volunteers.

The CVS supports ACCS to recruit and match volunteers to provide the following types of volunteer visits:

- One on One **home visit**, (East Region)
- **Group visit** in a residential care facility where there are two or more Croatian speaking residents, (South, North and West Region).

We have successfully matched volunteers with clients in “one on one visits” in the East and arranged group visits for 20 groups in different Residential Homes across the Southern, Northern and Western regions. Depending on the volunteer and the client or residents visited, this visit may be spent

sharing thoughts, talking about day-to-day activities, walking in the garden, or on an outing to a coffee shop, park...or any one of a number of activities.

Memorandum of Understanding (MOU) agreements between ACCS and the residential homes were signed and working relationship established between their lifestyle coordinators and ACCS staff. Feedback from everyone involved in the program; the lifestyle coordinators, volunteers and clients, was more than positive.

The Community Visitors Scheme enriches the quality of an older person’s life through a regular friendly visitor who meets their need for company. We are always looking for reliable people with effective communication skills to volunteer their time and visit a person or a group who needs companionship.

DANIJELA DABO
COORDINATOR CVS SE
LILY SILIC
COORDINATOR CVS NW



Volunteers meeting/lunch at Kluska Restaurant, Dandenong 29 June 2016.



LIFE AS A VOLUNTEER

When I retired, first thing I did was to take my wife to Croatia for a holiday.

Upon arriving back in Melbourne, as I was regularly listening to my favourite radio program on 3ZZZ I heard an ad from Australian Croatian Community Services, broadcasted week after week.

They were recruiting new volunteers who would visit frail and elderly Croatians in their homes and in nursing homes.

I was wandering whether anyone responded to these calls? Are we indifferent to the needs? Where are members of the Croatian community? Are our hearts like stone? What are we waiting for? Young and old – people need us, need our help.

What would these meetings be – warm and friendly conversations, listening to people, understanding and feeling their pain, loneliness, grief – and take it away from them.

“It’s OK”, I said to my wife. “One swallow does not make a summer, but together we can definitely do something nice. I am going to be a part of it.”

It has now been more than a year since I have been visiting elderly people in the nursing homes. All these people have now become my friends. I do everything possible to make them happy. I read my poetry to them, I read them my childhood stories, we play chess, we play cards, or – we just talk. We talk in our mother tongue – Croatian.

My ultimate pleasure is to see the glint of happiness in their eyes, smile on their faces and hear “Thank you – please come again”.

I myself am very grateful to the organisation Australian Croatian Community Services, that has provided me with this opportunity to serve others.

PETAR VIDIC - VOLUNTEER

ADULT COMMUNITY EDUCATION

Computer Literacy Classes



Computer Class Dandenong

Adult Education is an important component in ACCS's service delivery. Croatian language classes, digital literacy, accessing the internet and other social media, have continued to grow.

ACCS is funded by the Adult, Community & Further Education (ACFE) board to deliver Pre-Accredited programs. Pre-Accredited learning encourages learners to seek alternative pathways to further education, paid work or volunteering. Our programs are flexible to meet learners' needs and support them to improve access to these pathways.

Courses delivered throughout 2015/2016 include:

- Communication and Computers
- Introduction to Digital Literacy

ACCS delivers pre-accredited programs in Footscray, Dandenong and Roxburgh Park.

Programs are structured over two semesters with day and evening classes.

ACCS's tutors provide students a range of teaching styles, with hands on experience proving to be the most popular and valuable. Bilingual tutors add to the positive learning experience. Darko Kotevski, Sanja Sokora and Antonia Silic have continued to successfully manage and run classes in a vibrant and fun setting.

Students participate in a certificate presentation at the conclusion of each program as a way of recognising their achievements and possible entry into further study. Presentations were held in December (2015) and mid-year (2016) across all locations.

Australian Croatian Community Services (ACCS) has continued to be a major provider of Croatian Language classes for adults in Melbourne. What started as a small initiative some 20 years ago, has today expanded to two regions with close to a 100 students enrolling a year.

The interest in adult learning continues to increase, so much that I often receive enquiries from interstate, requesting Croatian classes closer to home.

Classes are held in Footscray and Dandenong with beginner and intermediate levels catered for. Each semester is 18 weeks, with students attending 2 hours a week. All classes are held in the evening. Students enrol into classes for a variety of reasons with their backgrounds also varying. Second and third generation Australian Croatians though, are the largest enrolled group.

ROSIE JURINA - EDUCATION PROGRAM COORDINATOR

Croatian Class Graduation, July 2016 Croatian Consulate, South Melbourne



Classes would not be able to continue without our committed and experienced teachers. Marijana Pokrivač (Dandenong), Zdravko Rajić and Sanja Sokora (Footscray) have continued the positive teaching approach with their wealth of experience and various teaching methods.

A certificate presentation is held after the completion of every semester. In the 2015/2016 financial year, two presentations were held to recognise the student's achievements, Thursday 3rd December 2015 and Thursday 7th July, 2016.

Both ceremonies took place in the offices of the Croatian Consulate in Melbourne.

Mr Dubravko Belavić, Croatian Consul General and Mr Miro Miletić, Croatian Consul presented certificates to students on the respective occasions.

Comprehensive Financial Report

FOR THE YEAR ENDED 30 JUNE 2016

TABLE OF CONTENTS

Financial Report

Income Statement

Statement of Financial Position

Statement of Cash Flows

Notes to the Financial Statements

Statement by Members of the Committee

Independent Audit Report

Additional Information (Detailed Income and Expenditure Statement)

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2016

| | Notes | 2016 | 2015 |
|---|-------|-------------|-------------|
| | | \$ | \$ |
| Revenue from ordinary activities | 2 | 1,975,270 | 1,799,069 |
| Employee benefits expense | | (1,540,656) | (1,345,277) |
| Depreciation and amortisation expenses | | (24,644) | (28,625) |
| Loss on write-off of assets | | - | - |
| Bad debts write-off | | - | - |
| Doubtful debts provision movement | | (1,000) | (1,000) |
| Rent | | (62,073) | (67,934) |
| Other expenses from ordinary activities | | (269,345) | (247,307) |
| Borrowing costs expense | | - | - |
| Surplus before income tax expense | | 77,552 | 108,926 |
| Income tax revenue (income tax expense) relating to ordinary activities | | - | - |
| Surplus after income tax expense | | 77,552 | 108,926 |

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2016**

| | Notes | 2016 | 2015 |
|--------------------------------------|-------|----------------|----------------|
| | | \$ | \$ |
| CURRENT ASSETS | | | |
| Cash assets | 3 | 512,874 | 423,772 |
| Receivables | 4 | 228,798 | 101,354 |
| Other | 5 | 2,338 | 3,402 |
| TOTAL CURRENT ASSETS | | 744,010 | 528,528 |
| NON-CURRENT ASSETS | | | |
| Property, Plant & Equipment | 6 | 45,586 | 69,359 |
| Other | 5 | 3,208 | 3,208 |
| TOTAL NON-CURRENT ASSETS | | 48,794 | 72,567 |
| TOTAL ASSETS | | 792,804 | 601,095 |
| CURRENT LIABILITIES | | | |
| Payables | 7 | 114,174 | 96,096 |
| Provisions | 8 | 68,097 | 63,254 |
| Other | 9 | 68,569 | - |
| TOTAL CURRENT LIABILITIES | | 250,840 | 159,350 |
| NON-CURRENT LIABILITIES | | | |
| Provisions | 8 | 72,643 | 49,976 |
| TOTAL NON-CURRENT LIABILITIES | | 72,643 | 49,976 |
| TOTAL LIABILITIES | | 323,483 | 209,326 |
| NET ASSETS | | 469,321 | 391,769 |
| MEMBERS' FUNDS | | | |
| Retained surplus | 10 | 469,321 | 391,769 |
| TOTAL MEMBERS' FUNDS | | 469,321 | 391,769 |

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2016**

| | Notes | 2016 | 2015 |
|---|--------|-------------|-------------|
| | | \$ | \$ |
| CASH FLOW FROM OPERATING ACTIVITIES | | | |
| Receipts from Government and Sponsors | | 1,124,444 | 1,250,680 |
| Other Income | | 899,207 | 691,845 |
| Payments to suppliers and employees | | (1,940,821) | (1,872,757) |
| Interest received | | 7,144 | 7,873 |
| Borrowing costs | | - | - |
| Net cash provided by/(used in) operating activities | 12 (b) | 89,974 | 77,641 |
| CASH FLOW FROM INVESTING ACTIVITIES | | | |
| Payment for property, plant and equipment | | (872) | (29,436) |
| Net cash used in investing activities | | (872) | (29,436) |
| CASH FLOW FROM FINANCING ACTIVITIES | | | |
| Repayment of borrowings | | - | - |
| Net cash provided by/(used in) financing activities | | - | - |
| Net increase/(decrease) in cash held | | 89,102 | 48,205 |
| Cash at beginning of financial year | | 423,772 | 375,567 |
| Cash at end of financial year | 12 (a) | 512,874 | 423,772 |

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2016**

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.

(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 | 2016 \$ | 2015 \$ |
|---|-------|------------|------------|
| NOTE 2: REVENUE | | | |
| Operating activities | | | |
| - interest | 2(a) | 7,144 | 7,873 |
| - operating grants and subsidies | | 1,150,666 | 1,162,246 |
| - brokerage | | 620,217 | 493,170 |
| - HCP & PAG fees | | 92,376 | 51,989 |
| - other income | | 104,867 | 83,791 |
| | | 1,975,270 | 1,799,069 |
| (a) Interest from: | | | |
| - other persons | | 7,144 | 7,873 |
| NOTE 3: CASH ASSETS | | | |
| CBA Business Cheque Account | | 11,395 | 35,110 |
| CBA Business Online Saver Account | | 253,064 | 153,999 |
| Bendigo Bank – Investment Deposit Account | | 224,803 | 230,315 |
| Bendigo Bank - Cash Management Account | | 22,541 | 1,042 |
| Petty Cash | | 1,071 | 3,306 |
| | | 512,874 | 423,772 |
| NOTE 4: RECEIVABLES | | | |
| CURRENT | | | |
| Trade debtors | | 203,744 | 104,354 |
| Less - Provision for Doubtful Debts | | (4,000) | (3,000) |
| Other Debtors - ATO | | 29,056 | - |
| | | 228,798 | 101,354 |
| NOTE 5: OTHER ASSETS | | | |
| CURRENT | | | |
| Prepaid Expenses | | 2,338 | 3,402 |
| NON CURRENT | | | |
| Rental Bond | | 3,208 | 3,208 |
| NOTE 6: FIXED ASSETS | | | |
| (a) Office furniture and equipment | | | |
| At cost | | 107,272 | 106,400 |
| Less accumulated depreciation | | (89,553) | (78,842) |
| | | 17,719 | 27,558 |
| (b) Leasehold Improvements | | | |
| At cost | | 52,445 | 52,445 |
| Less accumulated depreciation | | (33,811) | (24,493) |
| | | 18,634 | 27,952 |
| (c) Website Development costs | | | |
| At cost | | 3,200 | 3,200 |
| Less Accumulated Depreciation | | (3,200) | (3,200) |
| (d) Software Licence costs | | | |
| At cost | | 14,159 | 14,159 |
| Less Accumulated Depreciation | | (4,926) | (310) |
| | | 9,233 | 13,849 |
| Total fixed assets | | 45,586 | 69,359 |

| | | | |
|---|------|---------|---------|
| NOTE 7: PAYABLES | | | |
| CURRENT | | | |
| Unsecured liabilities | | | |
| Trade creditors | | - | - |
| Sundry creditors and accruals | | 51,969 | 33,697 |
| Amounts payable to Australian Taxation Office (GST & PAYGW) | | 62,205 | 62,399 |
| | | 114,174 | 96,096 |
| NOTE 8: PROVISIONS | | | |
| CURRENT | | | |
| Employee benefits - Annual Leave | 8(a) | 68,097 | 63,254 |
| NON-CURRENT | | | |
| Employee Benefits - Long Service Leave | 8(a) | 72,643 | 49,976 |
| (a) Aggregate employee benefits liability | | 140,740 | 113,230 |
| NOTE 9: OTHER LIABILITIES | | | |
| CURRENT | | | |
| HCP Client Funds unexpended | | 68,569 | - |
| | | 68,569 | - |
| NOTE 10: RETAINED SURPLUS | | | |
| Retained surplus at the beginning of the financial year | | 391,769 | 282,843 |
| Net surplus (loss) for the year | | 77,552 | 108,926 |
| Retained surplus at the end of the financial year | | 469,321 | 391,769 |
| 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 | | | |
| -no longer than one year | | 53,069 | 73,007 |
| -between 12 months and 5 years | | 90,478 | 49,107 |
| -greater than five years | | - | - |
| Total lease commitments (GST inclusive) | | 143,547 | 122,114 |
| The commencement date of the lease for 4-8 Parker Street, Footscray is 1st October 2013 and the expiry date is 30 September 2016. The Association will be exercising their option for a further term of 3 years to 30 September 2019. Rent payable per month is \$3,351.06 (GST inclusive). | | | |
| The Association has instructed the landlord at 128-130 Walker St, Dandenong that they will be vacating the premises on the 1 December 2016. At the date of this report, the association is seeking to relocate its Dandenong office to alternative premises. | | | |

| 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 | | 512,874 | 423,772 |
| Surplus (Deficit) from ordinary activities after income tax | | 77,552 | 108,926 |
| Non-cash flows in profit from ordinary activities | | | |
| Depreciation | | 24,644 | 28,625 |
| Net (gain) / loss on disposal of property, plant and equipment | | - | - |
| Movement in doubtful debts provision | | 1,000 | 1,000 |
| Changes in assets and liabilities | | | |
| (Increase)/decrease in receivables | | (99,389) | (25,265) |
| (Increase)/decrease in other assets | | (27,991) | 663 |
| Increase/(decrease) in unexpended grants | | 68,569 | - |
| Increase/(decrease) in payables | | 18,079 | (36,204) |
| Increase/(decrease) in provisions | | 27,510 | (104) |
| Cash flows provided by (used in) operations | | 89,974 | 77,641 |
| 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 | | | |

STATEMENT BY MEMBERS OF THE COMMITTEE

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

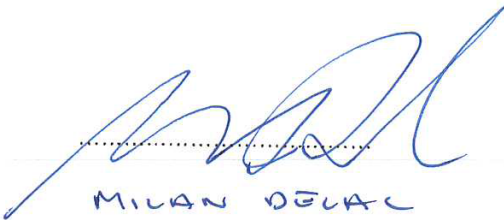
The committee have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.


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 2016 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 26th day of September 2016


MILAN DELAC
CHAIRPERSON


DR. MIRO LJUBICIC
SECRETARY

**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 2016, 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 2016 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

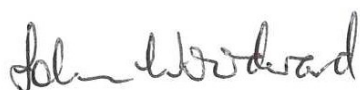
Chartered Accountant

Level 5, 398 Lonsdale Street, Melbourne Vic 3000

Dated this 26th day of September 2016

**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 2016. 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.



26th September 2016

John Woodward**Chartered Accountant**

**DETAILED INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2016**

| | 2016 | 2015 |
|--|-----------|-----------|
| | \$ | \$ |
| INCOME | | |
| Grants received | | |
| Home Care Package subsidies – Department of Health | 557,119 | 569,716 |
| Education Grants | | |
| Southern and Eastern Metropolitan | 29,371 | 16,950 |
| Central Western Metropolitan | 3,791 | 16,054 |
| Dept of Health & Human Services (Vic) - Grants | 524,274 | 473,606 |
| Other Grants and Contributions | | |
| ACSIHAG | - | 78,797 |
| DOH-CVS | 36,111 | 7,123 |
| Total Grants received | 1,150,666 | 1,162,246 |
| Other Income | | |
| Activities Income | 66,162 | 47,166 |
| Brokerage | 620,217 | 493,170 |
| HCP & PAG Client Fees | 92,376 | 51,990 |
| Donations | - | - |
| Interest Income | 7,144 | 7,873 |
| Croatian classes | 29,466 | 28,776 |
| Miscellaneous Income | 9,239 | 7,848 |
| Total Other Income | 824,604 | 636,823 |

| | | |
|--------------------------------------|-----------|-----------|
| TOTAL INCOME | 1,975,270 | 1,799,069 |
| LESS EXPENSES | | |
| Accounting and audit fees | 8,230 | 6,600 |
| Advertising & Promotion | 300 | 2,677 |
| Annual leave (movement in provision) | 4,843 | (14,098) |
| Bad Debt Write-off | - | - |
| Bank Charges | 220 | 70 |
| Computer and IT Support expenses | 38,798 | 31,241 |
| Consulting services | - | - |
| Depreciation | 24,644 | 28,625 |
| Doubtful Debts Provision | 1,000 | 1,000 |
| Internet expenses | 1,681 | 3,324 |
| Legal & Filing expenses | - | 212 |
| Light, Power, rates and water | 9,993 | 10,420 |
| Loss on write-off of assets | - | - |
| Long Service Leave provision | 22,666 | 13,994 |
| Meeting and Function costs | 3,339 | 2,668 |
| Office Supplies | 17,751 | 21,378 |
| Penalties and interest | - | - |
| Postage | 1,175 | 1,386 |
| Program expenses | 72,713 | 59,598 |
| Publications and subscriptions | 13,330 | 9,341 |
| Rent | 62,073 | 67,934 |
| Repairs and maintenance | 31,199 | 31,447 |
| Salaries and wages | 1,369,969 | 1,208,031 |
| Staff amenities | 2,955 | 5,605 |
| Sundry expenses | 2,621 | 3,301 |
| Superannuation | 116,272 | 102,079 |
| Training and other employer costs | 16,977 | 15,411 |
| Telephone | 13,039 | 13,211 |
| Travel Allowance - Volunteers | 28,986 | 36,022 |
| Travel expenses | 6,038 | 3,707 |
| Work Cover and Insurances | 26,906 | 24,959 |
| TOTAL EXPENSES | 1,897,718 | 1,690,143 |
| OPERATING SURPLUS/(LOSS) | 77,552 | 108,926 |

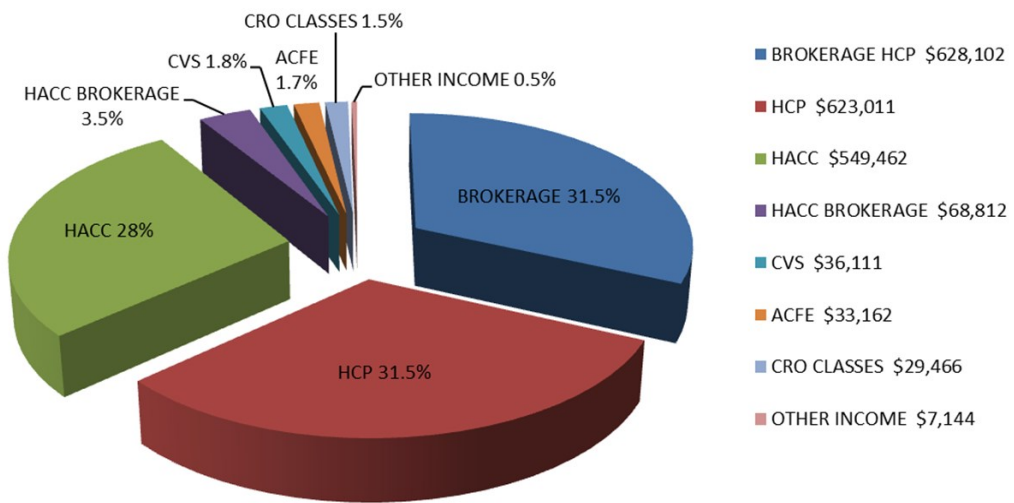
Finances in a Snapshot

Grant Income that ACCS has received from the Government departments has been consistent and accounts for 58% of income.

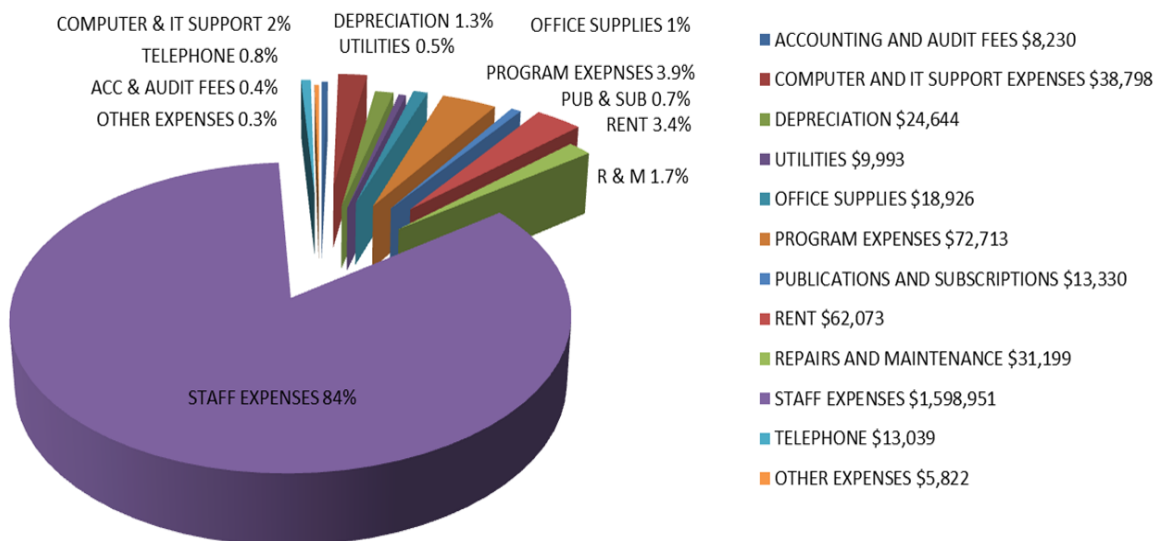
Funds received from ACCS' private arm have increased in the past year and now account for 37% of income.

As ACCS is a service provider, its largest expense is naturally employment costs. This accounts for 84% of total organisational expenses.

INCOME 2015/16



OPERATING EXPENSES 2015/16



AUSTRALIAN GOVERNMENT

Australian Croatian Community Services wish to sincerely thank all our funders for their financial support in 2015/2016.

DEPARTMENT OF HEALTH



DEPARTMENT OF HEALTH AND HUMAN SERVICES



DEPARTMENT OF EDUCATION AND TRAINING



LEARN LOCAL



NON GOVERNMENT GRANTS

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

CITY OF CASEY



ETHNIC COMMUNITIES COUNCIL OF VICTORIA



Office Locations

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

SUPPORT@ACCS.ASN.AU