



**A**ustralian

**C**roatian

**C**ommunity

**S**ervices Inc

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# Annual Report 2012/2013



# **Australian Croatian Community Services Inc**

## **Our Vision**

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

## **Our Mission**

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

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

## **Our Values**

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

**“Excellence in service delivery through continuous improvement”**

## *Strategic Pathways 2013-2016*

### **Pathway 1**

#### ***PROVISION***

- 1 Provide a full range of community care and support services
  - 1.1 Maintain current program areas at full capacity
  - 1.2 Increase number of Brokerage Services in NW and SE regions

### **Pathway 2**

#### ***DIVERSIFICATION***

- 2 Diversify presence in other areas
  - 2.1 Geelong
  - 2.2 North of Melbourne
  - 2.3 Investigate and develop new areas of service provision

### **Pathway 3**

#### ***RESPONSIVENESS***

- 3 Respond to changing needs
  - 3.1 Develop and maintain an appropriate staffing structure
  - 3.2 Develop and maintain 5S office lean systems
  - 3.3 Reassess assets and facilities

### **Pathway 4**

#### ***LEADERSHIP & GOVERNANCE***

- 4 Develop and maintain high level standards
  - 4.1 Provide excellence in leadership and organisational management
  - 4.2 Respond to changing legislative requirements

### **Pathway 5**

#### ***BRANDING***

- 5 Promote ACCS brand
  - 5.1 Increase awareness and information provision to target communities

## Committee of Management

<b>Chairperson</b>	Michael Pernar
<b>Vice Chairperson</b>	Rosalie Marinov
<b>Treasurer</b>	Linda Paric
<b>Secretary</b>	Maria Radoslovic
<b>Committee Members</b>	Dr Vladimir Vizec
	John Sipek

## ACCS Staff

<b>CEO</b>	Franci Buljat
<b>Finance Officer</b>	Ivanka Rogic
<b>HACC Program Manager</b>	Lily Silic
<b>Manager, Home Support Care</b>	Marina Rozic (CACP North West)
<b>Program Manager</b>	Gordana Dudovic (CACP South and East)
<b>Brokerage Services Liaison Officers</b>	Monika Kovac (till April 2013)
	Mirjana Mihoc (since April 2013, North West)
	Silvana Pavlovski (since February 2013, South and East)
<b>ACSIHAG Liaison Officer</b>	Silvana Pavlovski
<b>HACC Coordinator</b>	Silvana Pavlovski (till February 2013, Southern Metropolitan)
<b>PAG Coordinators</b>	Senada Ekic (North West)
	Danijela Dabo (HACC Coordinator, February 2013, Southern Metropolitan)
	Darko Kotevski (Southern Metropolitan)
<b>Case Work</b>	Senada Ekic (Footscray office)
<b>Office Administrator</b>	Rosie Jurina (Dandenong office)
<b>Literacy Programs</b>	Rosie Jurina
<b>Project Officer</b>	Anne Blight
<b>Administration and Project Officer</b>	Roko Zaper
<b>Tutors - English and Computer Classes</b>	Marija Grgic
	Darko Kotevski
<b>Tutors - Croatian Classes</b>	Marijana Pokrivac
	Zdravko Rajic

## Brokerage Direct Care Staff

### North West Region

Milojka Atanasova  
Jasminka Bionda  
Silvana Ignatovic  
Zaklina Mateski  
Ankica Matkovic

Drgica Mecanovic  
Mira Pavleka  
Valerie Raic  
Steven Tokic  
Mila Vucica

### South and East Region

Zdenka Ambros  
Miroslav Delac  
Katica Guljas  
Linda Kovacevic

## CACP Direct Care Staff

### North West Region

Mirjana Brekalo  
Ermina Cicak  
Bozena Jakicic  
Steven Kaloci  
Milena Konjevic

### South and East Region

Zdenka Ambros  
Brigita Basic  
Ljiljana Goja  
Maja Omer

## Volunteers

### North West Region

Ankica Benic  
Klara Bosnjak  
Marica Cvitkovic  
Josip Dijanic  
Josip Dobrovoljski  
Ante Dominovic  
Josipa Herceg  
Stefka Hodinj  
Bozena Jakicic  
Dragica Jezovita  
Ivanka Jurcic  
Steven Kaloci  
Vlado Kanjuh  
Nada Kralj  
Antun Koch  
Bianca Laholat  
Kata Mrso

Ivan Matulovic  
Katarina Mikolas  
Dragica Muhvic  
Rudi Muhvic  
Manda Paric  
Ruza Perkovic  
Milena Radoslovic  
Mirjana Ritosa  
Ana Romc  
Berta Salic  
Melanie Serifi  
Ana Sumbera  
Suzana Tonkovic  
Olga Valencic  
Josip Vucica  
Sofija Wuglach

### Southern Metropolitan Region

Martin Antonic  
Marija Culjak  
Kata Galovic  
Janja Ivcevic  
Katica Milanovic  
Tanja Pajic  
Darija Papak  
Stefica Simunic

## Chairpersons Report



I am honoured to have continued my role as Chairperson of Australian Croatian Community Services (ACCS) for another year. I have been involved with the organisation since the early 1990's, starting as a 'young' and 'fresh' employee, to today, as chairperson. ACCS was a stepping stone for me personally, as it provided me with the skills that enabled me to move into challenging roles. I continue to advocate that ACCS not overlook less experienced or skilled workers, as the knowledge and opportunity that is available to learn is abundant.

The Commonwealth Department of Health and Ageing continues to be ACCS's largest funding provider. Whilst the number of CACPS has not increased in many years, it is still the agency's largest and most in demand services. ACCS has somewhat been able to compensate the low number packages and decrease its waiting list, by increasing the number of brokerage clients and increasing its services agreements with mainstream aged care service providers. This has enabled Croatian speaking clients to receive a CACP with a Croatian speaking care worker. We are thankful to our brokerage program staff and partners.

Late 2012, ACCS was subject to a Quality Review Process for two programs: CACP South and East, HACC North West and Southern Metropolitan Region. The outcomes for both of these reviews were very successful. I thank our CEO Franci and relevant teams for their dedication and commitment during this tiring time.

2013 was also a planning year. The Committee of Management participated in strategic planning sessions held over 2 days. This involved organisational SWOT analysis, aims, objectives and a revised vision and mission. I am also pleased to report that a three year Strategic Pathways document was developed and approved.

I wish to thank everybody who has been associated with ACCS, particularly our funding bodies. From their continued support and financial assistance, to belief in the Croatian community and ACCS, its peak body. In particular, I would like to thank Croatian speaking volunteers who are part of the Home and Community Care program. Their commitment and dedication towards their clients and their own skill development has enabled the continuing success of the friendly visiting program and planned activity groups.

I extend my appreciation to our wonderful staff at both offices for their efforts, commitment and dedication of the last year. The New Year brings exciting times with ACCS successfully securing a new location. Our next AGM, we would have well and truly settled in.

Finally, a very special thank you to our CEO, Franci Buljat. It has been three years since Franci's employment and along with it, she brings a 34% increase in income for the organisation. Franci, on behalf of the COM, thank you.

**Michael Pernar**  
ACCS Chairperson

## Chief Executive Officer's Report



Australian Croatian Community Services Inc. (ACCS) continues to develop innovative approaches to deliver the best possible outcomes for our target community. Delivering services in today's ever changing environment requires us to be strongly engaged in collaborative partnerships, with other agencies, government and with our community members and businesses. Our methods of service delivery may change, however our motivation to provide exceptional service to our clients and our community remains the same.

This annual report publishes our highlights and achievements. For me, it is also an opportunity to celebrate the commitment and dedication of all our employees and volunteers in their daily support of our programs and services.

I take this opportunity to thank:

### **Our Employees**

An organisation like ours always demands a lot from our employees both voluntary and paid. This year has been no different. We are grateful that our vision inspires and encourages gifted people to offer their best. We are also very grateful for the support from all our volunteers; it is with the help of our volunteers that we are able to extend the reach and impact of our programs and services.

## **Committee of Management**

Our Committee of Management is responsible for setting the direction, strategy and financial objectives for ACCS. I wish to thank all of them for their support this year; they have given generously of their time, dedication, and wise counsel in guiding ACCS towards a sustainable future.

I am proud of our achievements and pleased that we keep challenging ourselves to bring our values to life in the work that we do.

6 and 7 August 2012 – CEO participated in a National Aged Care Conference held in Adelaide. New reform “Living Longer Living Better” has since had a lot of impact on ACCS programs and projects.

24 and 25 October 2012 – An extensive Quality Review Process was conducted by the Department of Health and Ageing (DoHA) and Australian Health Agency (AHA) for two of our major program areas: Community Aged Care Packages, South and East, and Home and Community Care North West and Southern Metropolitan Region. DoHA team found all 18 expected outcomes met with no improvement suggestions. AHA concluded that 17 out of 18 outcomes were met. Below is a part of their quality review report.

*“In light of the small number of staff and limited resources available, ACCS is to be commended for the comprehensive service user assessments, care plans and reassessments, central register and policies and procedures which were sighted at this review. The HACC service user Survey was conducted as part of this review. Thirty one response of 49 surveys circulated were received, which represents 63% response rate. This significantly high response rate indicated that consumers are extremely satisfied with the service provided by ACCS, the right services are received and ACCS staff listens to consumers.”*

20 November 2013 – Two Planned Activity Groups in Endeavour Hills were officially launched by the Victorian Minister for Health and Ageing, the Hon. David Davis.

18 December 2012 – Victorian “Multicultural Award for Excellence” , sponsored by the Office of Multicultural Affairs and Citizenship, presented to two ACCs staff, Rosie Jurina and Senada Ekic, for their work in Croatian and Bosnian and Herzegovinian communities.

11 – 18 December 2012 - Graduation ceremonies held for Southern and North Western ACFE funded literacy programs

17 March 2013 – ACCS participated at the Croatian festival “See Hear Taste” held in Footscray.

3 April 2013 – Implementation of Equal Remuneration Order. On 1 February 2012, Fair Work Australia (FWA) issued a decision providing wage increases to employees covered by the Social, Community, Home Care and Disability Services Award 2010 (the SCHCADS award) to fix wage inequality in the social and community services industry. ACCS is committed to pass on the above decision to all its employees who qualify for the increase and has therefore referred employee Position Descriptions to the Victorian Employers’ Chamber of Commerce and Industry (VECCI) for a review. The pay rises from the Equal Remuneration Order are being introduced in 9 equal instalments over 8 years.

6 April and 9 May 2013 – Strategic Planning days held for the Committee of Management and Staff. Two day meetings saw organisational SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis, aims and objectives and also ACCS’ Vision and Mission reviewed. A three year strategic pathway has subsequently been developed.

Australian Croatian Community Services is supported by many friends. The ongoing support we receive from our partners is essential to our effectiveness as an organisation. I wish to thank all of our supporters for their continued trust and commitment, these collective efforts make us confident that what we are doing today will make a difference.

Thank you.

**Franci Buljat**

ACCS Chief Executive Officer

# HOME CARE SUPPORT

## Community Aged Care Packages (CACP) *North West Region*



ACCS received its first allocation of packages for North West region in 2002. The number of packages has increased over the years and currently ACCS is funded for 25 packages of care. These packages are targeted towards frail aged people from the target communities.

A key feature of the CACP Program is case management. This ensures that clients function at their highest level of independence, consistent with their capacity and also their preference of care. The case managers' role also includes information, provision, referrals, advocacy and support. This is of particular importance and benefit for a client as not only is the support delivered in Croatian, but many clients do not have any other support.

The quality of service and care would not be sustained if it wasn't for the dedicated and well trained team of direct care workers. The program worked towards the implementation of the Community Care Common Standards, which included increasingly flexible services based on client centred care and their wellbeing.

### 2012/13 Program Statistics

- CACP North West clients range between 71-93 years of age;
- CACP North West currently has one client who has been on the program for over 11 years;
- Actual hours provided to an individual client vary, depending on their needs; on average last year our DCWs worked 79 hours a week.
- In the last financial year, five clients attended Planned Activity Groups (PAG) held in Footscray and Deer Park where they very actively participated in group activities or went on outings;
- 21 clients attended our annual Christmas celebrations in December 2012.

### Milestones, and Achievements of the last 12 months

- In 2012, DCW Jasminka Bionda received recognition for 10 years' and Mirjana Brekalo for 5 years' service Program Manager completed Advanced Diploma of Management
- Direct care workers were heavily involved in professional development: (1 DCW is in the final stage of completing Certificate III in Aged Care, 1 DCW attended "Falls prevention" training, 3 DCW's completed 'First Aid', 1 DCW's attended 'Responding to Grieving People', 2 DCW's attended 'Understanding Boundaries', 5 DCW's attended 'Documentation & Report writing' and 6 DCW's attended 'Computers for Aged Care' training

### Goals, plans and directions for 2013-2014

- Program Manager to continue to develop management and leadership skills whilst also keeping up to date with relevant changes in Health and Aged Care;
- Preparing for future Aged Care reforms;
- Review DCW's Policy and Procedures to incorporate and reflect on the Community Care Common Standards;
- Review clients Care Plans /Task lists;
- Annual staff performance reviews.

*Our greatest success is measured by our clients' words of praise, encouraging us to continue providing excellent quality of care.*

### **Marina Rozic**

Program Manager - Home Support Care



*Jasminka Bionda and Mirjana Brekalo  
with CEO*



*Christmas 2012 Direct Care Staff*



## Community Aged Care Packages (CACP) *South & East Region*



During the 2012-2013 year, CACPs services in the south east region were varied and extensive. Services included but were not limited to case management, personal care, grooming, light house work, transport to doctor's appointments and shopping, assistance with paying bills, banking, social support, 24-hour on-call service and allied health services.

Clients are provided with approximately 4 hours of care per week, usually between Monday and Friday. Clients receive individually tailored care plans specifying the amount and frequency of services, and these plans are monitored and reviewed as required. Qualified

and trained bilingual staff assisted with the provision of CACP services.

### 2012/13 Program statistics

- Number of clients 20
- Oldest client is 93 years of age, youngest 74 years of age
- 4 clients have been with ACCS since the first funding in 2006, 3 clients since 2007, 2 since 2008, 5 since 2009, and 6 clients join the program between 2010 and 2013
- During 2012-2013 one client moved into residential care and sadly 3 clients passed away.
- 4 clients regularly attend ACCS's PAG in Endeavour Hills. The aim is to prevent social isolation and provide a recreational outlet that they otherwise would not have.
- clients have a volunteer visit in their home to provide companionship.
- Occasional Counsellor

### Achievements over the last 12 months

- Jasminka Radivoj received recognition for 6 years of service with ACCS.
- One new direct care worker was recruited during 2012-2013 year. Ongoing training for direct care workers is the key to a successful program. Throughout the year, numerous compulsory training programs were organized for staff to enhance their skills and knowledge. Training topics included: Manual Handling, Food handling, First Aid Certificate, Understanding Boundaries, Documentation & Report writing, Computers for work, Understanding Depression & Anxiety, Assertive Communication, Active Service Model 2, Effective communication to promote client independence in diverse communities, Mental Health First Aid and Occasional Counsellor.

### Challenges

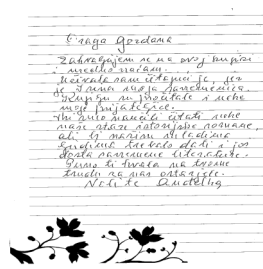
- New Aged Care Reform brings about lot of challenges. New home care packages are based on a Consumer Directed Care (CDC) model, new program procedures and guidelines will need to be incorporated within ACCS Home Support Care programs. Staff will be focused on developing new information kit for the clients, which includes brochures, processes, policy & procedures, thus ensuring they are consistent with departmental requirements.
- Recruiting and keeping qualified direct care workforce continues to be the challenge. These casual positions do not provide stable hours for workers.

I would like to take this opportunity to thank all the ACCS staff and direct care workers for all their valued support, commitment and hard work throughout the year.

### **Gordana Dudovic**

CACP Program Manager

Dear Gordana & staff  
 Just a little note to say thank you for all your help with the care of our father Vladimir Ric.  
 You made his life & my mother's easier by providing the services you did.  
 It has all been greatly appreciated.  
 Wishing you all the best.  
 Ana, Heidi, Michael & Evelyn



Some of the rewards...



Jasminka Radivoj



Gordana with Direct Care Staff

## Brokerage Services *South East & North West Region*

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Due to high demand for home care support services, and not having enough of its own packages, ACCS continues to offer other agencies practical fee for service assistance in providing care for their clients. Direct care workers are matched specifically to complement the needs and personalities of the agencies' clients. Our support workers are trained through extensive training programs. Currently, there are 10 DCWs in the North West and 5 in the South East who form part of the brokerage team.

Brokerage currently provides services to 45 clients through 13 external agencies.

These agencies include:

Benetas	Baptcare	ISIS
RDNS	Villa Maria	Southern Cross Care
CareConnect	Brotherhood of St Laurence	Salvation Army
Community Support Options	Carers Victoria	
AccessCare Southern	City of Melbourne	

The Brokerage Service Liaison Officer's role is designed to assist with the following;

- Respond to home support service needs to current clients in Metropolitan Melbourne on CACPs and EACH packages
- Promoting and negotiating Brokerage Services to outside agencies and advocating for clients awaiting services
- Liaising with other relevant service providers and maintaining service agreements
- Researching, collating and preparing material and information for Brokerage Service program as required and reviewing policies and procedures
- Management of direct care staff through quarterly supervision sessions, regular DCW staff meetings and annual KPI's
- Managing staff related issues such as leave, regular training and ensuring staff satisfaction.
- Participating in relevant meetings, networks and professional development activities

Brokerage North West also has been allocated four disabled parking permits by the local council which has greatly improved accessibility for clients and staff.

Work continues on the brokerage policies and procedures manuals as the brokerage department extends its scope to provide private brokerage services to clients.

### *Brokerage Team*

***Silvana Pavlovski - South and East***

***Mirjana Mihoc - North and West***



*CACP and Brokerage Direct Care Staff South and East*

# Aged Care Service Improvement and Healthy Ageing Grant (ACSIHAG)

Our newly funded three year project 'Aged Care Service Information and Healthy Ageing Grant (ACSIHAG) Fund' continues to provide updated information to ACCS target communities, focusing on the new aged care reform and active ageing.

ACCS website has been further developed in order to provide up to date information use to reach wider mainstream audience and also younger Croatian generation who may use the site for information, as they are caring for their parents or even grandparents. We are continuously informing the community that the site is live and information current.

## Project Highlights

- ACCS participated in "Ageing in Australia Cultural Diversity" Exhibition at the Melbourne Town Hall on 27 April 2013. This was organised in cooperation with PICAC.
- *Alzheimer's Carer's Peer's Support Group* was another Government initiative targeting Carers who are caring for their family members with dementia. The information was translated in Croatian and the project advertised on Croatian radio stations SBS and 3ZZZ. Alzheimer's are working collaboratively with ACCS ensuring that new resources and information is disseminated to the target community. As a follow up and a way to convey this information to the wider Croatian community including carers a radio interview took place.
- A great working partnership with United Aged Care Kingsville in the Western Region and United Aged Care Noble Park in the Southern Region was established for further interaction and support.

The facilities recognise that there is a need for additional cultural and linguistic care of its residents and a need to maintain their Croatian identity.

- Participation in Seniors' week was organised in cooperation with PICAC. Information was distributed to Croatian members of the public. Media was used to distribute information about special events and information on aged care which contributed in success of the program delivery. An article 'Opening day at Federation Square – Seniors Festival' was placed in Croatian Herald Newspaper.
- Carers Week was another opportunity used to distribute information. Translated material was distributed to the community as well as published in the Croatian Herald Newspaper.

## **'Living Longer, Living Better' Initiatives**

- As part of the *Living Longer, Living Better Initiative* an "All 4 Sport" activity was held at the Endeavour Hills PAG. The day involved members getting up out of their comfort zone and introducing them to appropriate sport for their age but having fun at the same time.
- Another event of the same initiative was organised for the Rye, Sunshine and Keilor Downs Senior Clubs in Yen Yean. The day was full of fun, entertainment as well as friendship and laughter. The opportunity was also used to inform people about the CDC model, Carers, healthy living and family violence in partnerships.

It was a great success.

## **Silvana Pavlovski**

ACSIHAG Liaison Officer





## *Aged Care Reform 2012 Informing Community*

In 2012 the Australian Government embarked on a 10-year process to reform the aged care system. These reforms aim to build an integrated system of supports that offer more choice and control to older people, have a greater emphasis on restorative and preventative care, and address the needs of the ageing population.

As part of these reforms, the Australian Government is significantly expanding home care to assist people to remain living at home for as long as possible, more choices and flexibility through Consumer Directed Care (CDC) Model.

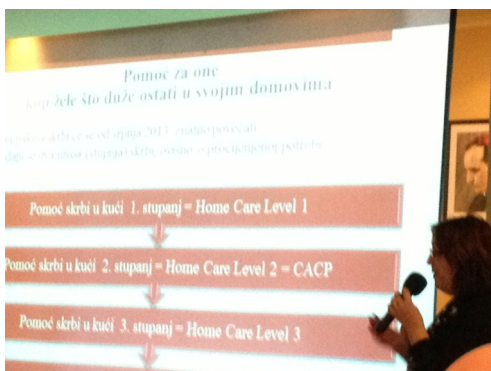
CDC is a way of delivering services that allows consumers and their carers to have greater control over their own lives by allowing them to make choices about the types of care and services they access and the delivery of those services, including who will deliver the services and when.

We at Australian Croatian Community Services pride ourselves at being the peak community services agency for Croatian and Bosnian and Herzegovinian communities in Victoria. We see it as our moral obligation to provide information to our elderly and their families regarding their rights and responsibilities.

During an extensive information campaign in April, May and June 2013, ACCS staff visited 22 Senior Citizens Clubs and groups throughout Victoria, explaining to more than 1200 people how to navigate the aged care maze.

### *Senior Citizens Clubs*

- |   |                                    |
|---|------------------------------------|
| Mornington Peninsula Club                   | Vila Velebita Seniors              |
| Keilor East Bocce Club                      | Melbourne Croatia Seniors          |
| St Albans Seniors                           | Altona Seniors Group               |
| Australian Ukrainian Seniors Citizens Club  | Gladstone Park                     |
| Sunshine Croatian Seniors                   | Bocce Gospic                       |
| Ballarat Croatian Club                      | Footscray Seniors                  |
| Gippsland Croatian Club                     | Bosnian Community Group, St Albans |
| Geelong Seniors, Kardinal Alojzije Stepinac |                                    |
| Geelong Seniors, Croatian Centre            |                                    |
| Clifton Hill Seniors                        |                                    |



*Croatian Seniors Club  
Separation Street - Geelong*

# Projects

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## *A New Beginning Personal Experiences*

**This project was funded by the Department of Premier and Cabinet - 'Office of Multicultural Affairs and Citizenship' (OMAC) under the Strengthening Multicultural Communities Grants.**

Australian Croatian Psychiatric Outreach Services Inc (CPOS) worked in partnership with Australian Croatian Community Services (ACCS) to publish this booklet.

This booklet 'A New Beginning - Personal Experiences' contains personal stories and illustrates 10 individual experiences, including departure from Croatia and Bosnia and Herzegovina, arrival to Australia and new beginnings in this promising country.

The selected individuals vary from those who arrived in Australia in the late 1960's, 1970's and then of those who arrived in Australia in the last wave of migration, the 1990's, as a result of the wars in Croatia and Bosnia and Herzegovina.

### **Participants**

Slavica Aganovic	Janja Ivcevic	Marija Simunovic
Mirela Basic	Kristina Vukovic	Jasminka Radivoj
Marija Culjak	Boris Skontra	
Vesna Dinek	Manda Paric	

### **Contributors**

Silvana Petric Pavlovski - the Author Croatian Script/Cover design and Typeset

Darko Kotevski - Translation/Editing (Croatian to English)

Franci Buljat (CEO) - Final Editing

Rosie Jurina - submitted funding application for this booklet

Associate: Melissa Compagnoni - Copy Editor



Launch of the Booklet -  
Dandenong Office

# Home and Community Care (HACC)

## **Volunteer Coordination** *North West Region*

It is a pleasure to report that in October 2012, ACCS successfully completed its Community Care Common Standards HACC Quality Review. It is to the credit of all the staff within HACC program that such a result was achieved.

During the past year, ACCS successfully continued the provision of volunteer co-ordination to frail, isolated members of the Croatian and Bosnian and Herzegovinian communities.

Once again our devoted staff, along with enormous support from tireless volunteers managed to enrich lives of people using our services through regular home visitation. While some members in our community manage pretty well on their own and are quite independent, others struggle and very often, a knock on the door, a greeting and chat in Croatian is all one needs to brighten up a day.

Transport to church on Sunday or senior citizens group during the week is also part of the program and where the community comes together in an effort to break the cycle of social isolation. Everyone is working alongside clients, supporting them to reach their goals and maintain their independence. An elderly client attending the senior group in the North commented: *"I love coming here to be with my friends, playing cards and have a little chat. It fills me with sometimes positive, sometimes negative energy but helps me get through to next week. If it wasn't for ACCS and the volunteer they provide, I would not be able to be here every Thursday."*

During the past year, 31 volunteers participated in weekly visits or transport arrangements to 50 consumers covering the North West suburbs of Melbourne, delivering 3652 hours of valued service. In addition to this, volunteers regularly assisted with Planned Group Activities and outings.

Attracting new volunteers can be a challenging task for many organisations. Regardless, ACCS has been able to recruit four new people to join the army of ACCS volunteers. Support and training is offered on a regular basis to volunteers. Due to language barriers, in house trainings are planned in order to keep volunteers updated on changes on the HACC program, as well as the aged care sector. Topics have included: privacy and confidentiality, diversity, rights and responsibilities, dementia, Wills, diabetes, GLBTI.

Unfortunately 3 volunteers resigned, due to personal reasons. One volunteer, Ruza Bacak, decided to move back to her homeland Croatia to be with her family. She has been a valued member of the volunteer crew for a number of years and those whom she visited miss her dearly. At the meeting in March, we took the opportunity to thank Ruza for her time spent helping our clients and promoting ACCS values.

**Lily Silic**  
HACC Program Manager



Ruza's farewell



*Croatian House - Lunch with Volunteers*

## **Volunteer Coordination** *Southern Metropolitan Region*

The successful funding of the Friendly Visiting Program (FVP) in the Southern Metropolitan region commenced in July 2012. The program was well overdue for the large Croatian community in the region. ACCS was able to recruit volunteers almost immediately and the program commenced with three volunteers visiting six clients in their homes. By the end of the 2012/13 financial year, ACCS had eight volunteers who provided services to 12 clients in the Southern Metropolitan area.

As part of ongoing training and professional development, the volunteers participated in quarterly meetings which also included in-house training. In 2012/13 financial year, the volunteers participated in the following training:

- Regular volunteer meetings
- Follow Basic Food safety Practice course
- Nordic Pole Walking Course
- Active Service Model HACCC training which included a certificate
- Healthy Living session was organised in collaboration of Multicultural Centre for Woman's Health where they were informed about healthy habits and active living in order to prevent Diabetes
- Alzheimer's Australia
- inTouch - against family violence training
- Housing information session
- Professional boundaries setting
- Information session on CDC- New Aged Care Reform.

Volunteers play an important role within the organisation. In recognition of their hard work and dedication, end of year Christmas celebration and volunteer mid- year get together took place at 'Croatian House' in Footscray.

***'The smile and the appreciation received from the clients is the best thing that happened to me...' - Volunteer***

**Silvana Pavlovski**

**Danijela Dabo**

HACC Program Coordinator

## **Planned Activity Group** *North West Region*

The main purpose of the Planned Activity Group is to provide culturally and linguistically appropriate social support to isolated, frail, disabled and elderly members of Croatian, Bosnian and Herzegovinian backgrounds. Furthermore to these meetings reduce participants' sense of isolation, promote the sense of belonging, build social and community networks and improve mental and physical wellbeing.

### **Footscray & Deer Park**

ACCS runs weekly PAG core and high groups in Footscray (Altona members joined Footscray) and Deer Park with all groups well attended.

Throughout the year ACCS continued to provide exciting activities, information sessions and outings for our groups. Some of the activities included:

- Gentle exercise classes (yoga on the chair),
- Walking,
- Watching movies,
- Information sessions focusing on health and wellbeing and services provided by government and non-government bodies.
- We took part in Refugee and Seniors Week activities.
- All group members went to Harmony Day event at Brimbank.

ACCS played an important role in wider community activities also. We paid a visit to seniors groups at Dinamo (St. Albans), Sunshine Seniors Citizens Club at Sunshine Catholic Centre, Bosnian and Herzegovinians Senior Club St. Albans. We also took part in Alzheimer's Australia big project on Dementia. Our members enjoyed eight info sessions on various topics.



Our big focus was and still remains the Active Service Model (ASM). The goal of the ASM is to assist people in the HACC target group to live in the community as independently as possible. In this context, independence refers to the capacity of people to manage the day to day activities of their daily life. To show that the group is able to take part in daily activities we joined the Community Lunch program with Community Bites and helped them host a lunch for 80 people.



We are pleased to report that the number of clients attending the groups is increasing and ACCS will continue to run its highly successful PAG program.



## Whittlesea

The Planned Activity Group program in Whittlesea is running at full capacity. At the beginning of the year, group participants actively contributed their ideas to the planning process which resulted in exciting outings, information sessions and exercise programs.

This group is also involved in a project titled "Respectful Relationship". This project is in partnership with InTouch. The aim of the project is to work towards promoting positive relationships within the family and in the community. The final products which are to be completed in October will be displayed at local libraries across the Northwest and upcoming events. The importance of running these activities is that they promote social inclusion and positive ageing, encourage participation in group activities and reintegrate individuals into the community.



Lily Silic - PAG Whittlesea  
Senada Ekic - PAG Footscray, Deer Park

## **Planned Activity Group** *Southern Metropolitan Region*

Under the Southern PAG umbrella, we currently run two groups. The Dandenong group has two core groups with 12 regular clients, whilst the Endeavour Hills group has approximately 30 clients which caters for both high and core needs.

The Dandenong PAG group was originally based in ACCS's office in Walker St, Dandenong but was recently re-located into larger premises in Endeavour Hills with its own cooking facilities.

This transition into larger premises means that both the Dandenong and Endeavour Hills groups are now enjoying the same benefits from one facility: adequate space and the ability to enjoy "home" cooked Croatian meals, prepared by our very own professional Chef, Ljiljana Goja.

The Dandenong group meets weekly each Friday. There is never a dull moment, jokes are told, life stories are shared and art and craft activities constantly keep the group occupied. The group also participated in a light exercise program involving yoga and Nordic pole walking.

The Endeavour Hills group, which has a mix of both male and females meets each Tuesday. The active planning for this group includes playing cards, playing bocce and "wellbeing" information sessions.

Our main focus for the groups has remained promoting positive ageing and implementation of the active service model principles. With this in mind, along with the assistant Darko Kotevski, a number of successful outings were organised. Some of the places visited included:

- Historical Heritage Hill, Dandenong
- Melbourne Aquarium
- Edithvale beach
- IKEA Gallery and Art Centre
- Lynbrook Hotel
- Drum Theatre, Dandenong.

In addition to this, both groups enjoyed a picnic at Lysterfield Lake and a BBQ at Myuna Animal farm. We also enjoyed lunch at various restaurants and attended the cinemas on a few occasions.

There were a number of highlights for the year and they include:

- Visit and official launch of the Endeavour Hills PAG by Honourable Minister for Health, David Davis
- Successful "Sport for all" event
- Easter and Christmas Parties that were held in conjunction by both the Southern and North West region groups.

**Silvana Pavlovski**

**Danijela Dabo**

**Darko Kotevski**



*Ivica Fonti*



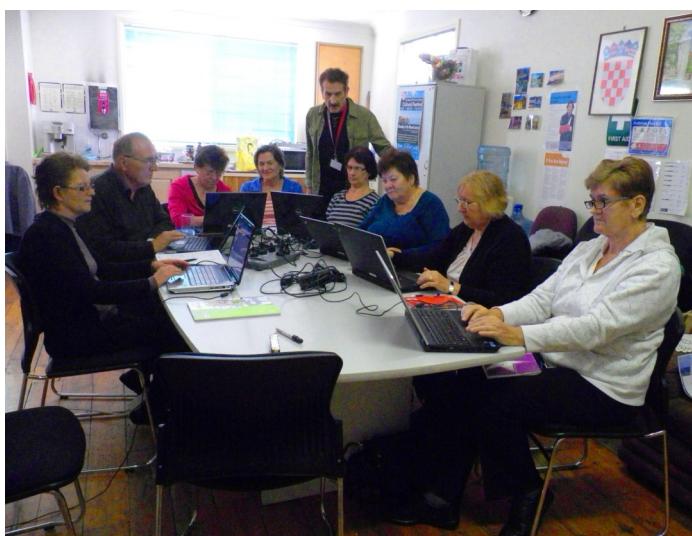
Dandenong and Endeavour Hills - Outings



PAGs Christmas Lunch at Dandenong Soccer Club



*Dandenong Computer Class*



*Footscray Computer Class*



## Adult Community Education - Croatian

In January 2012, ACCS took over responsibility of running Croatian Language Classes for adults. Prior to this, the Croatian Media Association was in charge of all classes and administrative tasks. These classes are self-funded and first began 16 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.

Teachers Marijana Pokrivac (Dandenong) and Zdravko Rajic (Footscray) have a positive teaching approach which is reflected on the students learning. Croatian class attendees are honoured with a graduation at the end of their semester recognising their achievements. On Thursday 11 July, 2013 in the offices of the Croatian Consulate General in Melbourne, certificates were presented to students who had completed semester 1 of Adult Croatian language classes.

**Rosie Jurina**

Coordinator, Croatian Language Classes

# Adult Community Education - English

ACCS has been providing further education for adults for almost 17 years. Adult, Community & Further Education (ACFE) provides ACCS with funding to deliver English language, literacy and computer classes in the North Western and South Eastern regions of Victoria. ACCS delivers educational programs over three sites: Dandenong, Footscray and Roxborough Park.

The literacy program aims to:

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

**Courses delivered throughout 2012/2013 include:**

- Introduction to Computers and Internet
- Introduction to digital literacy and beyond
- English for communication and work
- Computers for beginners
- Computers for aged care workers
- English for preparing reports and workplace documentation
- English as a second Language

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

## **SKILLS FOR SENIORS**

2012 marked the end of participation by ACCS in the Broadband NEC Seniors Program.

The program aims were to give senior Australians free access to computers and the internet via kiosks and to support seniors in gaining confidence and building skills in using new technology.

The ACCS program was unique in that tutors speak Croatian and participants are of Croatian background. The learning becomes easier as tutors explain processes in learners own language. Participants were given greater opportunities to learn and absorb information.

Many participants in the Broadband NEC Seniors program have wanted to participate more in classroom based learning. Many have progressed on to tutor led classes.

ACCS provides unfunded English language classes for an older audience. These individuals include those retired, pensioners and others who are not actively looking for work. The class provides individuals an opportunity to expand on the basic English skills they currently have, writing and reading. A key factor to the success of the class is the capacity of the teacher to provide the information to students in both English and Croatian. The class also serves as a social outlet, as most students are isolated and use the class as an opportunity to get out and interact with other people.

**Rosie Jurina**

ACFE Coordinator



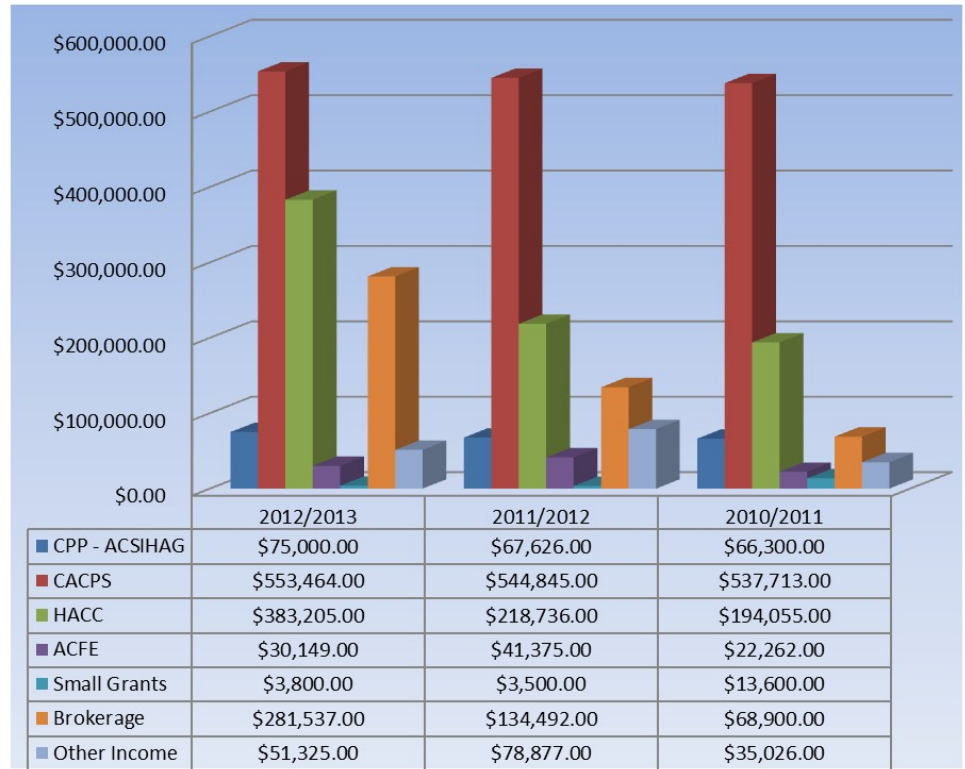
# Finances

This financial year brought about some changes in how income and expenses were grouped for better understanding and clarity.

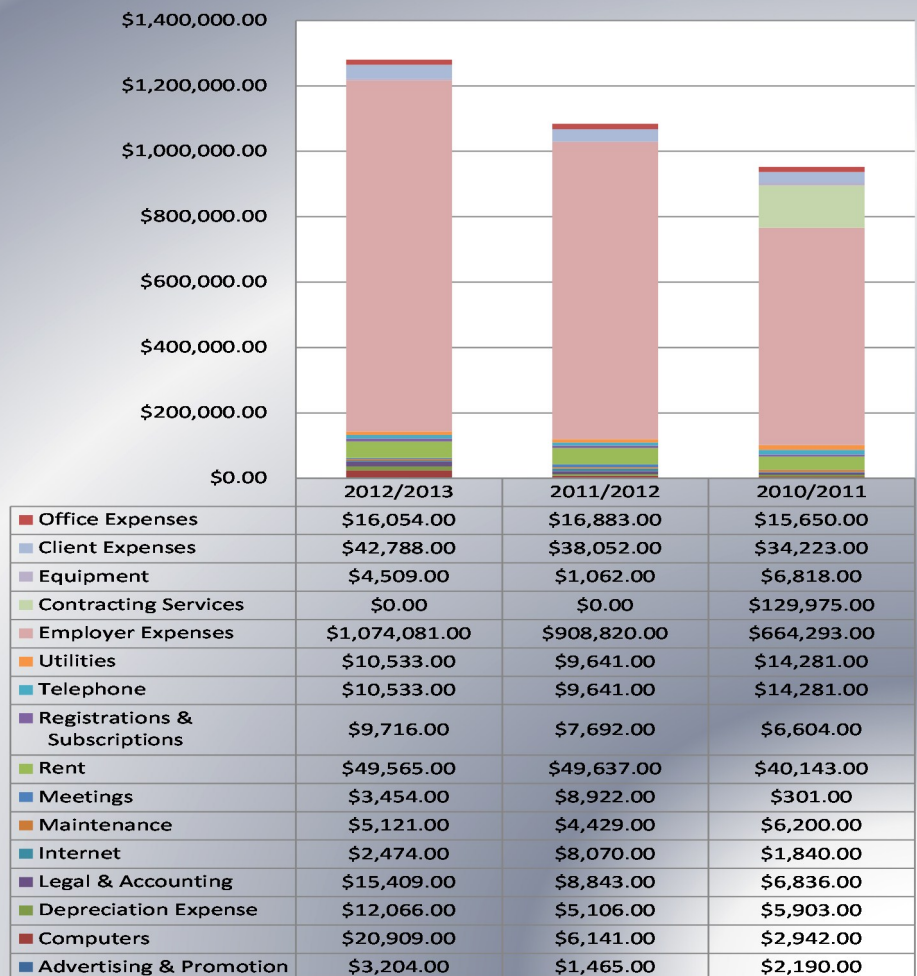
Two bar charts provide information obtained through Income and Expense analysis for 2010/11, 2011/12 and 2012/13.

They reflect the growth of Australian Croatian Community Services Inc (ACCS) over a three year period.

## ACCS Income 2011/2012/2013



## ACCS Operating Expenses 2011/2012/2013



# Financial Report 2012/13

The audited Financial Report for the year ending 30<sup>th</sup> June 2013 has been published separately and copies have been distributed to funding bodies and members.

The total income for 2012/2013 was \$1,378,480 compared to \$1,090,266 previous year. The expenditure was \$1,286,472 compared to \$1,090,266 in 2011/2012.

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## **Australian Croatian Community Services Inc**

### Office Locations

#### **Footscray Office (New Address)**

4-8 Parker Street

FOOTSCRAY VIC 3011

03 9689 5811

#### **Dandenong Office**

Level 1

128-130 Walker Street

DANDENONG VIC 3175

03 9791 6000

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