

ANNUAL REPORT 2022

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Chairperson and the CEO Statement



Jenny Matic, CHAIRPERSON



Franci Buljat, CEO



It is our privilege to have the opportunity to report on our performance for the financial year ending 30 June 2022. It was another year of progress advancing our growth strategy and demonstrating strong operational execution against the backdrop of still dynamic conditions caused by Covid 19 pandemic.

REFLECTION

COVID 19

The Covid 19 pandemic further tested our agility to maintain business continuity. Our primary focus was the health and safety of both consumers and staff, and we achieved this by implementing infection prevention and control measures and continuing with wellbeing initiatives. Consumers and staff continued to be informed of changes and updates, personal protective equipment supplies remained at excellent level with \$40,481 invested, and refresher infection control trainings took place across all levels. We acknowledge and commend all our staff and volunteers who maintained the delivery of services to the consumers.

SERVICE DELIVERY IMPROVEMENTS

We continued with the series of online information sessions with carers and family representatives. Family Forums better the lives of our consumers as knowledge is shared with their loved ones.

We reviewed our documentation and processes to better understand the demand for clinical services and subsequently implemented data registers.

MOVING FORWARD

An internal review and program restructure took place to ensure the organisation is structured effectively to deliver results against objectives in an ever changing environment. ACCS Operations were evaluated against four spheres of influence: Culture, Goals and Strategy, Skill Set and Technology and Organisational Structure. Employee Engagement interviews were conducted with all administration staff, and Human Resources Officer was

engaged to support all staff matters, including training and professional development. Home Care Packages program was fully restructured to cater for the best practice and high quality services and to cater for now changed service reporting arrangements.

INNOVATION

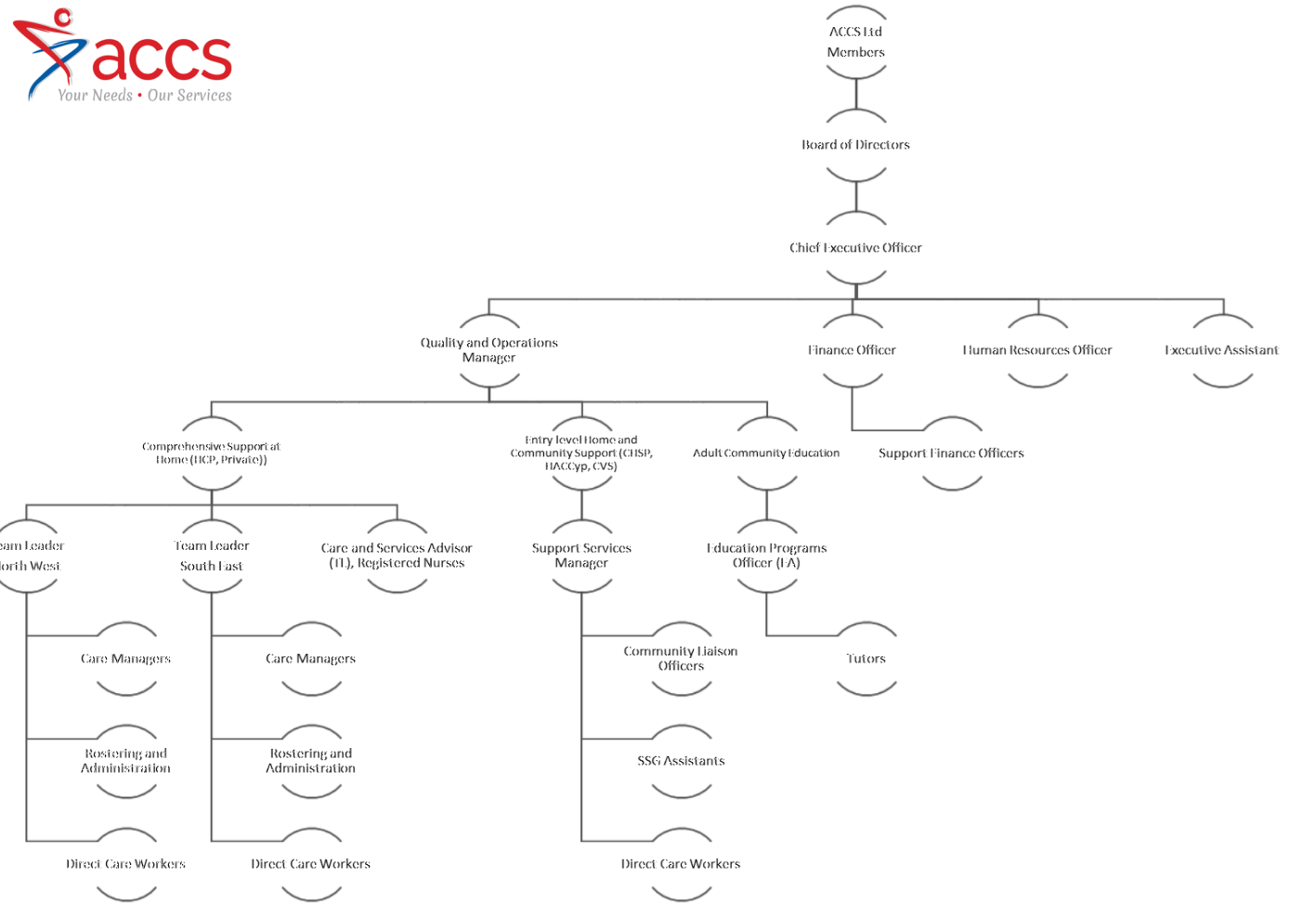
Following up on the visit from Regional Manager Department of Education and Training to our office, we initiated the conversations around the need to establish new course through their Adult Community Further Education Program, tailored to the specific needs of our frontline staff. The Department understood our challenges and allowed us to amend the Delivery Plan. Innovative and exclusive to our staff needs Work Systems and Communication Course was put together and is still being delivered.

GRATITUDE

Beyond the impact of the COVID-19 pandemic, the year presented unexpected workforce shortage challenges but also allowed us to demonstrate the vital work we do in serving the elderly people in the community. We delivered on a multitude of commitments, but our real success lies in our clear focus on delivering person-centred care.

We would like to express gratitude to all the Board Directors for volunteering their skills and their support throughout the year. We want to acknowledge all of our incredible staff, from our frontline workers right through to the supporting staff in the background. Your commitment has been noticed and we are grateful to have you as part of the ACCS team. Special thanks to the Quality and Operations Manager Visnja Prpic for her leadership and her efforts in achieving quality outcomes for our consumers. We are also grateful to our volunteers for their contribution and ongoing commitments. 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.

Meet our Staff and Board Directors



Company Strategy Plan 2022-2025

VISION

ACCS supports a diverse and multicultural community where every individual and family can access culturally tailored services.

MISSION

ACCS empowers and enhances the quality of life for individuals and families, builds communities and promotes social cohesion and wellbeing through services, research and advocacy.

STRATEGIC PILLARS

A. WE CONTINUE TO DEVELOP OUR IMPACT, DIVERSITY AND QUALITY IN OUR SERVICES AND COMMUNITY ADVOCACY

ACCS is becoming a significantly larger organisation and seeks to be active across multiple states with an enviable reputation for service quality, delivery and leadership. ACCS also seeks to be well-respected and to have an impactful public voice. ACCS continues to have a uniquely strong focus on the Croatian community, while also providing much-sought-after services for people of other cultural heritages. These services are primarily in aged care and extended to deliver other services that meet community demands and needs.

To achieve this, ACCS will:

- ♦ Implement a growth, marketing and multi-brand strategy
- ♦ Raise ACCS's profile and presence
- ♦ Implement a best-practice quality strategy

B. WE CONTINUE TO DEVELOP A PROFESSIONAL AND SUPPORTED STAFF TEAM

ACCS is steadily becoming an employer of choice. ACCS' reputation and workplace culture seeks to enable the ACCS team to comprise excellent, professional, caring staff and volunteers.

To achieve this, ACCS will:

- ♦ Develop and implement a best-practice learning, training and development plan
- ♦ Develop and implement a framework to support teamwork and leadership for a great culture
- ♦ Develop and implement a best-practice diversity framework for all members of every community
- ♦ Ensure best-practice health, safety and wellbeing of staff and volunteers

C. WE CONTINUE TO DEVELOP AS A THRIVING, ROBUST ORGANISATION

ACCS seeks to be well-governed, financially sound, safe, healthy, agile organisation with a sensible and well utilised and diverse asset portfolio and a strategy for the provision of multicultural services to our Australian communities.

To achieve this, ACCS will:

- ♦ Develop excellent information technology and systems
- ♦ Ensure assets are well-utilised
- ♦ Ensure good environmental sustainability
- ♦ Utilise best-practice governance processes

Message from Quality and Operations Manager

Our motto for 2022 was “Embrace the Challenge”.

There would be no continuous improvements without the challenges and the on-going aged care reform changes in Home and Community Care.

Here are some of our improvements for the 2021-2022 financial year.

Infection prevention and control

COVID-19 has continued to play one of the biggest challenges during this year. Like the Victorian Community, ACCS also went through periods of COVID whereby both staff and consumers tested positive which certainly placed more pressure on the already short worked workforce. We are pleased to announce that our consumers and staff recovered from their illness and have returned to their normal lives. As a result of the 2 waves of COVID within ACCS and the Victorian Community which were in early January 2022 and over winter period, ACCS has implemented an outbreak team which consists of 2 Registered Nurses and 9 Direct Care Workers who were provided Donning and Doffing of Personal Protective Equipment including of professional fitting of the N95 face masks. This team has been trained and has provided clinical care and personal care to our consumers who required such services if they tested positive to COVID.

Consumer Assessments and Care Plans

For years Home Care was seen as a social service whereby our Direct Care Workforce was mainly providing domestic and transport services. Over the last financial year and even more and more each day, we are seeing a growing number of consumers requiring clinical and personal care. As part of our continuous improvement program, the whole assessment and care planning process was reviewed and updated ensuring consumer goals, needs and preferences were identified with specific strategies documented in meeting consumer needs. For our Home Care Package high level (3 & 4), care plan evaluations were implemented on a quarterly basis to ensure consumer needs, preference and goals were being met and if any changes were identified, these were reviewed and where needed care and services were increased.

Handover

Consumers on high level packages were also identified through our incident reporting trends that their care needs especially in clinical care required more monitoring and reviewing. As a result, a handover process between Care Managers and ACCS Registered Nurses was implemented twice a week. This ensured any consumer changes were identified early and appropriate assessments and clinical care services implemented by our Registered Nurses. Some of the clinical services included:

- ♦ Wound management
- ♦ Medication management
- ♦ Continence management
- ♦ Diabetic management

Policy and Procedures

As a result of the Quality Aged Care Standards, Aged Care Reforms and the increased clinical care to consumers, a review of ACCS policy and procedures required to occur to ensure staff are provided with resources and guidance in their daily work practices using best practices ensuring high quality of care and services to our consumers. Policy and procedure reviews for the last 12 months included:

- ♦ Quality Management
- ♦ Comments and complaints handling
- ♦ Regulatory compliance
- ♦ Internal Assessment Reviews
- ♦ Governance and Risk Management
- ♦ Incident Management system
- ♦ Consumer dignity and choice
- ♦ Assessment and planning of care delivery

Continuous Improvement is a large component in our organisation to ensure gaps are identified and rectified ensuring continuous care and services are provided at a high quality standard. Our continuous improvement system consists of reviewing, auditing, analysing, planning, implementing and evaluating the outcomes. Data is captured through our annual consumer and staff surveys, internal audits, care plan evaluations with consumers/representatives, consumer forums, incident trends, staff training programs and comments and complaints. Data is our true indication of where we have opportunities to improve and grow as an organisation.

Visnja Prpic
Quality & Operations Manager

Our Staff is Our Biggest Asset

Report from Human Resources Team

It's been another year of successful growth at ACCS, both in terms of our consumer base and also within our team, whilst continuing to manage the Pandemic.

ACCS workforce has grown to maintain the high quality of care and services to our consumers. Over the last 12 months ACCS has employed staff in both administration and frontline. At the end of June 2022, ACCS is proud to announce we have 46 Direct Care Workers across the three regions (South/East of Melbourne, North/West of Melbourne and Geelong). Our administration team also has increased with a further Care Manager and a Human Resources Officer.

The Human Resources Officer role is new to ACCS, which is an exciting development with feedback from within the team being positive and engaging. Whilst the role is multi-faceted, a large component is for the further focus on workforce development, recruitment and training being an integral part.

As envisaged the Registered Nurses have played an important role in providing the clinical care and support to our consumers. Their service and support has been invaluable, providing ACCS with a higher level of care for our consumers whilst also building the consumers' confidence. Their guidance to our workforce has also been productive and positive. ACCS was very early in understanding the shift in best practice to incorporate RNs into the Home Care space and offcourse its workforce. Providing our consumer with that extra and high quality of care.

We have continued to provide Direct Care Workers to our consumers through brokerage organisations such as Southern Migrant and Refugee Centre (SMRC), Home Instead, Mercy Health and Good Companion. Thank you to these organisations for their on-going support and assistance. ACCS staff are bilingual who speak both Croatian and English languages and some speak other languages including Hungarian, Greek and Macedonian. The familiarity and connection this provides our consumers cannot be understated.

Professional development is provided to staff both internally and externally. Further to this the team have been provided with an opportunity to attend non accredited training sessions over a few weeks period. These were provided as additional sessions to reiterate what was in the more formal training, however delivered in a more informal intimate setting. The feedback has been very positive with the team voicing that these sessions were very beneficial.

Work systems and communication (topics ranging from on-going documentation, complaint handling, English sessions and IT).

Areas of training covered in the last 12 months include:

- ◆ Refresher on First aid & CPR
- ◆ Fight Parkinson's
- ◆ Palliative Care
- ◆ Dementia
- ◆ Person centred care
- ◆ Infection prevention and control
- ◆ Elder Abuse
- ◆ Challenging behaviours
- ◆ Manual Handling
- ◆ Mobile App
- ◆ Incident Reporting
- ◆ Recognising consumer deterioration or change in health condition

ACCS has successfully implemented the DCW Mobile App, providing our DCW staff with immediate access to consumer updated information and care plans at a click of a button, ensuring the consumer goals, needs and preferences are met as per their assessed needs. This has been a work in progress as our Care Managers and RNs continue to ensure all data is accurate and timely recorded.

Gordana Kranjec
Human Resources Officer



Another Strong Year for Home Care Packages Program (HCP)

COVID has significantly impacted the frail and older population, reinforcing their preferences to age in their own home and do all they can to avoid admission to residential aged care. Communication and information sharing was the key between our consumers and staff related to infection prevention and control measures. ACCS consumers were confident that receiving care and services at home was safe; they developed a good rapport with our staff, who provided care and services to our consumers throughout imposed lockdowns by the Victorian government.

It was another year with high number of enquiries related to Home Care Packages and the year ended with 268 consumers, compared to 235 at the end of the financial year 2021.

ACCS provides Home care Packages from Level 1 to level 4. Level 1 & 2 being low level care and level 3 & 4 requiring high level of care with more complex clinical care needs.

Services and care provided include but are not limited to:

- ♦ Care management and care coordination
- ♦ Personal Care (e.g. showering and dressing assistance)
- ♦ Healthcare services - Nursing care
- ♦ Domestic assistance
- ♦ Meal delivery

- ♦ Home maintenance (e.g. gardening ; gutter cleaning; window cleaning)
- ♦ Transport assistance (e.g. appointments and activities)
- ♦ Respite and carer support
- ♦ Social connectedness (e.g. companionship, assistive devices, social activities and groups).
- ♦ Home modifications that are related to care needs.

Even though ACCS intake enquiries and consumer numbers continued to grow, the services and care requirements for the existing consumers required to be reviewed as more and more consumers were needed clinical care services within their homes.

To ensure such care and services were being met and provided, ACCS reviewed its organisational structure and employed Registered Nurses and Team Leader roles to support and guide the Care Managers in their daily roles ensuring high quality of services and care is continued to be provided to ACCS consumers.

Our Consumers - Our Stories

One Hundred and Two

Andelka Petrovic, and her younger sister Slavica Sehtl, have been a part of the ACCS family for many years.

Both sisters were born in a small town near Sarajevo in Bosnia and Herzegovina and now reside together in their small unit in Hampton. Andelka, at 102 years of age, is also ACCS' oldest consumer.

Andelka never fails to welcome me into her home with her quite, lady-like manners and her lovely smile. Her sister Slavica, at 97 years of age, is just as lovely!

Andelka has experienced many hardships in her life. She has lived through two wars, was widowed at a very young age and left with two small children, and later lost her only son during the Balkan War of the 1990's. She has also survived some serious health issues. None of this however has broken her spirit!

Over the many years that Andelka and her sister Slavica have been a part of ACCS' they have received support via the HCP program. The range of services provided over these years has enabled the sisters to remain living in their own home. Both sisters never fail to express their gratitude and appreciation for the care and support they receive from ACCS, in every phone call exchanged and during every one of our visits.

To celebrate Andelka's 102nd birthday recently, a visit to the sister's home was organised with myself, Team Leader Marijana Roden and DCW Melita Beljic attending.



We presented Andelka with a bouquet of beautiful flowers, a card and a birthday cake. Both sisters were very pleased to receive us, and it was a pleasure for us also to spend time with the both of them.

During this visit, the sisters reminisced about their lives and shared many stories with us. Andelka, being older than Slavica by 4.5 years, told us how she still remembers when her sister was born and some of the small details from this time.

She also told us a funny story about how her sister was named Vjekoslava, nowadays known as Slavica.

She also mentioned that she enjoys completing crosswords, but added that she cannot do some of the modern ones since she is from the Greta Garbo era – we all had a little giggle about that.

Spending time with Andelka and her sister Slavica brought back some of my own happy memories and it felt like I was reliving my own childhood. Andelka and Slavica are two strong ladies that one cannot help but admire.

Ivka Rastocic

Emigrating from Croatia in 1973 with her late husband and young children, Ivka settled in Melbourne where they worked hard to build a new life and become valued members of the Croatian community.

Though she loves spending time with her family who are very supportive and continue to assist her, she is grateful for the services that ACCS has provided for her and her late husband. Supporting Ivka with respite, domestic duties and transport, ACCS has had a positive impact on her, improving her quality of life.

Ivka thoroughly enjoys the company of ACCS native speaking DCW's who enable her to continue her love of socialising while remaining safe in the comfort of her own home. And she has built a good rapport with her gardener,

one of ACCS contract providers who provides specialised gardening services and has maintained her garden for several years. Her gardener calls her 'Baka' which Ivka finds very endearing.

It is the accompanied transport services however that have had a significant impact on her life.

Ivka finds it reassuring to have someone with her when shopping and visiting the cemetery.

Having always been a social person regularly attending Croatian social functions, being able to attend the Senior Citizens Club at Melbourne Knights is a highlight as she enjoys laughing and sharing with her peers. Ivka is thankful that through ACCS she still feels socially connected to the community that she loves.

Everlasting Support

Sometimes in life we are fortunate to meet people that renew our faith in everlasting love.

This was the case for me when I first met this lovely couple, Tomo and Terezija Zelic, part of the HCP and CHSP programs respectively at ACCS. They welcomed me with warm smiles and kind words, and we engaged in many pleasant conversations. As time flew by I learned that true love and support do not recognise any of life's obstacles.

Tomo and Terezija talked about their family and life together, and pointed out that their friendships were also a big part of their lives. Not being able to meet with their friends during the Covid-19 restrictions was very hard for them.

Being a very social couple they both share a love for outings, long walks and quality conversations. Aside from the in-home support services that Tomo receives, they both regularly attend the ACCS Social Support Group in Epping each Wednesday. As retirement can be monotonous, Tomo has stated that he looks forward to every service provided by ACCS, and to all the interesting activities undertaken as a part of ACCS' Social Support Group.

Whether participating in group activities, or during their day-to-day lives, Tomo and Terezija always support each other. We genuinely thank this beautiful couple for the positive feedback we have received from them, and we wish them many more healthy and happy years together.



Ivanka Dolencic

Did you know that we have a talented artist amongst our ACCS consumers?

Ivanka Dolencic lives in South East Suburbs with her son Anton. She has been a consumer with ACCS for almost 3 years and is very appreciative of our care workers and the services they provide to her. She never fails to welcome me into her home with a lovely and pleasant nature, and with a big, warm smile on her face.

Regardless of her ongoing health issues, Ivanka is always happy. She loves to talk about her children and grandchildren, of which she is very proud, and to showcase her drawings which she describes as a healing recipe for her soul and spirit.

I always knew that Ivanka liked to draw however it wasn't until my initial visit to see her that I was taken aback by the depth of her talent. With such a positive outlook on life, and a love of drawing flowers and people, Ivanka has produced many vibrant and colourful artworks over the years.

Looking through her artwork, it seems evident to me that her passion for life shines brightly from each and every one of her artworks – I'll let you decide for yourself.

Baka Ema

Baka Ema, as we all call her, is the most well-known grandma of the Croatian community. Always cheerful, with a smile on her face and full of life, she never misses social events in the community.

I remember a concert a few years ago (I didn't even know her name then) and a grey haired grandma in the first row raising her hands and welcoming a famous singer from Croatia. This was baka Ema!

Upon entering baka Ema's house, I was welcomed by the sound of Slavonian tamburitza because life is boring without music, as she says.

She was delighted to tell me about her 80th birthday celebration. Her grandson Nicholas organised a surprise party for her with almost 100 guests.

Baka Ema stated "I knew there was going to be a celebration but I never imagined such a big party". Decorations, music, food, cake, everything was unforgettable! And the biggest surprise of the evening was when baka Ema's favourite singer Hanka Paldum appeared on the big screen and wished her a happy birthday. Baka Ema was speechless!

When I asked what her wish was for 80th birthday, she replied "good health and her family around her. That's all that a person needs".

She talked about her childhood, she was born in Ljeskovica, in Slavonija, and for most of her childhood she lived in Durdenovac. As a child she liked to play ball games and hide and seek. She practiced handball and athletics and admits she didn't like school. With her husband and 2 children, she came to Australia. As a family, they loved going to parties and picnics organized by the Croatian community. Even today one of her favourite outings is going to Friday night dinner at Melbourne Knights. She speaks highly of ACCS Social support group on Mondays which she does not miss. She loves doing crafts in the group and especially loves trips. In saying that, she mentioned the flower festival in Ballarat which was fantastic.

Baka Ema concluded our conversation with these words "What would I do if I didn't go anywhere, if I only sat in the house. When I go somewhere I feel better!"

I can only add, if only we all had such a lively spirit!



Stana Beslic

Stana Beslic came to Australia as a refugee post war and was assisted by ACCS to settle into her new homeland. 30 years later Stana chose ACCS as her preferred provider for Home Care Package.

The Home Care Package has assisted Stana to remain living in her own home, maintain her independence and quality of life.

To maintain her independence, quality and enjoyment of her life Stana has assistance with domestic services throughout the week, Transport services where she is supported to medical appointments, shopping and respite services. Stana has met many of her friends through the ACCS social support groups. Stana enjoys the weekly women's group, where she plays games has a lovely lunch and gets to socialize with others whom share the same values and culture.

Some comments made by Stana related to her care and services provided by ACCS include:

"When I have needed the extra support it has always been provided to me, this is not only for my physical but mental wellbeing and if I need the extra support I know where to turn too". "ACCS has been such a great support throughout my life and I cannot thank all the staff enough who have assisted me during my time at ACCS".

"I am supported not only by the Direct Care Workers (DCWs) but my Care Manager whom I have built a relationship with trust and care – thank you ACCS".



Commonwealth Home Support Program (CHSP)

The Commonwealth Home Support Program (CHSP) provides a range of entry-level aged care services to help frail older people, aged 65 or over, maintain their independence and continue living safely at home and in their communities.

The HACC-YP Program caters for people under 65 years of age with disabilities and medical conditions that require support and assistance.

Entry level support services delivered through ACCS include:

- ♦ Domestic Assistance
- ♦ Social Support Individual and Transport
- ♦ Social Support and Planned Activity Groups





Domestic Assistance

This continued to be the most sought service under CHSP and is delivered in Western and Southern Metro region.

It continued to be a fortnightly service that is provided to our consumers in their home ensuring their environment is safe and clean, offering them freedom and choice to enjoy other activities. Some of our consumers receiving this type of assistance have transitioned into the Home Care Packages provided by ACCS, as their increased needs could no longer be accommodated through this program.

CHSP consumers during this period continued to transition to HCP faster than in the past and as a result, consumers on the waiting list for CHSP program have been able to commence with the service sooner than before.

Domestic assistance service was the least affected service by COVID-19 restrictions with only few occasional services being cancelled due to consumers isolating for visiting the COVID suspected sites or having COVID symptoms. This service, especially in the Western metro region, is high in demand due to a higher number of Croatian elderly living in the area.

Social Support Individual and Transport

Services are delivered across Northern, Western and Southern Metropolitan regions by our staff and volunteers.

Our dedicated volunteers give away their free time to provide support and assistance to the elderly consumers in their homes, offering regular support visits, assistance with shopping, transport and escorting consumers to medical and other appointments and social clubs. Due to the COVID-19 restrictions and recommended social isolation, services involving volunteers had suffered a major drawback that continued throughout the reporting period and started to slowly recover in the last quarter.

Reasons for services being cancelled were ranging from:

- ◆ Some of consumer children have been out of work and had time to do more shopping for their parents or visit them more regularly. Therefore, less shopping services were required with some being completely cancelled.
- ◆ Due to the closure of most of the shopping malls and social clubs, and doctor's appointments switching to online consultations, there were less requests for Transport.
- ◆ Because of the government restrictions to limit travelling and recommendations for elderly people to self-isolate, consumers have cancelled all of their non-essential trips.
- ◆ Some of the consumers did not vaccinate and could no longer participate in social or community life due to vaccination requirements.
- ◆ Consumers, their family members or staff being tested COVID positive and needed to self-isolate for a period of time had led to a services being cancelled.

Healthy Ageing - *Expo 2022*



On 23rd May 2022, we held our third Healthy Ageing Expo, which is held every second year in the community centre in St Albans with the financial support of the Brimbank City Council. The event was announced on Brimbank City Council website, Croatian program on radio 3ZZZ, Croatian Herald weekly newspaper and through our Facebook page, leaflets, posters and network of contacts.

In addition to the ACCS information booth, visitors were provided information on the history of our organization and the services we provide through a presentation held by our CEO Franci Buljat.

The Healthy Ageing Expo involved a variety of activities and presentations, it was a fun day for all !

Some of the activities and Presentations included:

- ♦ A wellbeing check – visitors had an opportunity to have their blood pressure, heart rate and blood glucose checked by a Registered Nurse
- ♦ Free hearing checks
- ♦ Light and fun exercises activity conducted by Curbside Carnies Circus
- ♦ Housing for the Aged Action Group (HAAG) – provided information for older people on housing affordability
- ♦ Cancer Council Victoria – presented on the importance of regular completing bowel screening to mitigate the risks.

- ♦ Importance on Mental Health presented by Victoria Borg
- ♦ Infection control and prevention presented by Visnja Prpic

Thank you to all of our information booths who also assisted us during this Expo, this includes:

- ♦ CroCare Aged Care Facility – Geelong
- ♦ Danijela Jakic – Acupuncture and specialist in Chinese medicine
- ♦ Carers Victoria
- ♦ Public Transport Ombudsmen
- ♦ ACCS Social Support Group members
- ♦ Vladimir Jakopanetz - Novelist

It was truly a very interesting, informative, fun and successful day and a great opportunity to promote our organization and participate in face to face activities after 2 years of lockdowns related to COVID-19.

We would like to use this opportunity to once again say thank you to everyone who was involved; presenters, special guests, volunteers and visitors. Special thank you to Brimbank City Council for funding the event and the visit of several councillors led by the Mayor Jasmine Nguyen.

These events could not be possible without the support and assistance from the Brimbank City Council.

Home and Community Care Program

for Younger People (HACC yp)



Our HACC yp group under the age of 65, was regularly involved in the gardening activities taking care of four garden beds in Westvale Community Gardens, cultivating, planting seeds and harvesting vegetables native to Australia, with some produce being donated to other social groups at the centre.

Similarly to last year, fun packs which included crosswords, puzzles, colouring papers, traditional Bosnian coffee, cookies and greeting cards were delivered to group members before Ramadan and Eid. Apart from gardening the group regularly played bingo and had yoga, painting and craft classes.

They also played mini golf and had a lunch at Watergardens Hotel and had a session on Chinese Medicine and Ageing.

Throughout the reporting period we were again forced to change the plans and forced to be creative and explore new activities and ways to deliver them. Despite the difficulties, we are happy to report that most of our elderly consumers were able to take part in the activities. This would not have been possible without a firm dedication of all of our staff and volunteers.

During the period of social isolation it was once again confirmed that technology can't replace a direct physical contact, but it has its advantages and opens up new possibilities.



Social Support Groups (SSG)

The ACCS Social Support Groups (SSG) are designed to create opportunities for seniors to socialise and participate in culturally appropriate activities that are organised according to their interests.

The aim is to maintain friendship, keep the group members active, engaged and reduce their social isolation. The activities in the groups across the Northern, Western and Southern region continued to be conducted online using zoom during the second part of 2020.

Participants took part in the gentle exercise program, yoga, tai chi and singing classes, and different information sessions. It is great to report that our groups were very busy putting their crafting skills to the test by completing different projects such as decorating boxes, bottles and candles by using the “decoupage technique”, making wall clocks, creating terrariums and preparing Christmas decorations. Groups were regularly playing bingo, quizzes and had different culinary activities online such as cooking classes, exchanging recipes and “Introducing culture through food”. Information sessions covered topics on nutrition, aged care system, elder abuse, dementia, mental health and health and well-being during COVID lockdowns.

We had guests from the Croatian Herald newspaper joining our online group meetings on few occasions as well as online chats and concerts with some of the known singers from Croatia such as Sinisa Zunec and Nenad Vetma.

We also had interesting guest speakers such as Mato Barisic, editor of one of the most popular show “Provjereno” on Croatian Nova TV that is regularly watched by over 500 thousand viewers, Zlata Bukarica from the Southern Migrant and Refugee Centre Dandenong and Rev. Josip Grubisic from the Croatian Catholic Centre of St. Leopold Bogdan Mandic from Sunshine who joined our groups to talk about importance of spiritual well-being and faith, in addition to the physical and mental health.

We continued to regularly provide and distribute updated information on the COVID-19 pandemic and ways to protect one self and others in Croatian and English languages.

During the period of self-isolation we once again restarted a short term “meal delivery project” distributing almost 500 meals to members of our social support groups. The project ended in December 2021, when the restrictions were eased and we were allowed to meet “face to face” organizing “Christmas picnics” in the parks.



Members were once again happy to meet and talk, play bocce, sing and exchange Christmas presents after almost 5 months of lockdown. Meetings in the park continued in 2022 and were once again shortly interrupted by the new lockdown before life finally returned back to normal and we were able to organize excursions and have regular “face to face” sessions.

Different activities were organized to mark and celebrate special days such as International Women’s Day, Valentine’s Day, Easter, Mother’s Day, ANZAC Day and Independence Day of the Republic of Croatia. Activities included bowling, bocce, singing, dancing and printing photos on wood and canvas. In addition, we had a session on Chinese Medicine and Ageing and organized several excursions to visit some of the iconic Melbourne and Victorian attractions such as:

- ♦ Begonia Festival in Ballarat
- ♦ Daylesford
- ♦ Bundoora Animals Farm
- ♦ Bowling in Bundoora
- ♦ Lunch at Lynbrook Hotel
- ♦ Mother’s day celebration in Dandenong City Soccer Club
- ♦ Bocce tournament and lunch at the Italian Senior Club in Sunshine
- ♦ Healthy Ageing Expo in St Albans



DRUŽENJA VESELO I ŽIVO UZ MALE SVEČANOSTI I ZABAVNE SADRŽAJE BILO JE U BROJNIM GRUPAMA DRUŠTVENIH POTPORA U ORGANIZACIJI AUSTRALSKO-HRVATSKIH DRUŠTVENIH USLUGA



Blagdansko raspoloženje u dvorani HKC-a Sunshine



Veselo i živo bilo je uoči božićnih blagdana u grupama društvene potpore Sunshine i St. Albans koje djeluju pod okriljem Australsko-hrvatskih društvenih usluga.

Tako su 16. prosinca 2021. u dvorani Hrvatskog katoličkog centra sv. Leopolda Bogdana Mandića u Sunshine, uz božićno drveće i pjesmu radošću članovi dočekali i Djeda Božićnjaka.



Svečano i radno u Dandenongu



Članice ženske grupe Dandenong imale su 17. prosinca svoj zadnji sastanak za 2021. godinu, koji je protekao radno i svečano.

Vrijedne ruke ove grupe pod budnim okom volonterke Saške Šimunić završile su lijepi projekt izrade svijeća, tanjurića, kartonskih kutija i čestitki decoupage tehnikom ukrašavanja, a tom prigodom priredjena je i mala svečanost na kojoj je proslavljen rođendan njihove drage kuharice Ljiljane Goje.



Božićno druženje u parku u Bundoori



Grupe društvene potpore Hume i Whittiesa provele su dan (17. prosinac 2021.) na prekrasnom božićnom druženju u parku Norris Bank u Bundoori.

Iako je veseli Djed Božićnjak zbog vrućine imao slobodan dan, smijeha i zabave nije nedostajalo. Igralo se tako "napoli koliko je bombona u teglu", razmijenili su se međusobno božićni darovi, a muzički dio grupe završio je na karte.

Za organizaciju je bila zadužena voditeljica grupe Melanie i njeni pomoćnici Silvana i Vlado, a za glazbeni dio programa pobrinuo se Edo sa svojom gitarom. Baš kao i na prethodnim druženjima drugih grupa, za sve prisutne naručen je individualno pakirani ručak i podijeljen je po primjerku časopisa.

Sadržak, a za kraj i paket tradicionalnih hrvatskih božićnih kolača pripremljen u restoranu "La Cantine" u Beaumarisu.

Članovi grupe zahvaljuju osoblju restorana - Mirani, Miljku i Neli - na pomoći i susretljivosti.

CAIRNLEA PONOVNI SUSRETI GRUPE DRUŠTVENIH POTPORA U ORGANIZACIJI AHDU-a



Nakon 'zoom-druženja' konačno dočekani susreti na svježem zraku



Ugodno druženje i ručak upotpunio je posjet obitelji Labudova iz obitelji jezera koje pripada parku.

Grupe društvenih potpora koje djeluju u organizaciji Australsko-hrvatskih društvenih usluga započele su s druženjima "licem u lice", ali sada ponovo na otvorenom, u parku.

Prva na redu je bila grupa St. Albans koja se sastala na Dan zaljubljenih, 14. veljače, u parku Kevin Flint Memorial Reserve u Cairnleiji.

Ugodno druženje i ručak upotpunio je posjet obitelji Labudova iz obitelji jezera koje pripada parku.

Okupljanje grupe društvene potpore Casey



Članovi grupe društvene potpore Casey također su imali svoje prosto okupljanje na otvorenom u utorku, 15. veljače, ispred kompleksa Nogatnog kluba Dandenong City. Nakon zajedničkog ručka okupljeni su veselo proslavili rođendane dvoje svojih članova.

DRUŽENJE AUSTRALSKO-HRVATSKE DRUŠTVENE USLUGE ORGANIZIRALE IZLET U PARK

Ponovno u ugodnom društvu prijatelja na izletu u Bundoori



Bio je to dan ispunjen rođendanskim proslavama, kavom i kolačima, zabavnim igrama i tradicionalnim ručkom.

Grupe društvene potpore Whitties i Hume provele su u organizaciji Australsko-hrvatskih društvenih usluga, u srijedu, 16. veljače, ugodan dan u Norris Banku u Bundoori.

Bio je to dan ispunjen rođendanskim proslavama, kavom i kolačima, zabavnim igrama i tradicionalnim ručkom - te su svi u opuštenoj atmosferi uživali u igri, čakanju i druženju.

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Community Visitors Scheme (CVS)

This program which involves volunteers consists of two areas as follows:

- ♦ Group visits to Aged Care Residential Facilities
- ♦ One on one visits to eligible HCP consumers.

Our volunteers, according to plan, continued to visit Croatian people living in aged care facilities and private homes providing them with opportunity to talk to someone in their own language. The program was re-adjusted few times due to the COVID restrictions and vaccination requirements.

The revised program involved:

- ♦ Visits being converted to phone calls
- ♦ Use of virtual platforms such as Skype and Zoom
- ♦ Group visits switching to one on one visits.

The program was again affected by COVID-19 regulations due to different reasons:

- ♦ Consumers being transferred from one aged care facility to another.
- ♦ Consumers with dementia or hearing problems not being able or interested in phone or virtual calls.
- ♦ Aged Care facilities being closed to visitors due to a virus outbreaks or consumers being tested positive
- ♦ Nursing or eligible home care package consumers being afraid of the virus and volunteers being allowed to visit only one consumer
- ♦ Reduced capacity and will of volunteers being involved in the program to conduct online calls.
- ♦ Volunteers being afraid or not interested to continue with the activities.
- ♦ Despite all of the challenges the services continued and were very much appreciated by our consumers.



Adult Community Education

The suite of courses offered by ACCS increased in 2021/2022 to include a course specifically designed for its' front-line staff, called Work Systems and Communication. This course was designed to assist our workers, many of whom are from a CALD background, to improve their digital literacy and communication skills within the technical systems used in the ACCS workplace. Both Croatian Language classes and Digital Essentials (digital literacy) classes also continued to be offered to adult students within the wider community.

The recent introduction of zoom as a delivery method for classes has also proven to be a useful tool for ACCS. Generally well received, students have been able to attend classes from any location in the world, a benefit for those fortunate enough to be holidaying in sunny Croatia over the summer break!

Zoom has also provided the opportunity of further study with ACCS to a whole new group of people with students from all

over Australia, from NSW to NT, currently attending classes.

Key to the success of ACCS' education offerings are the tutors who dedicate themselves to helping their students achieve their learning goals.

Special thanks go to all our tutors: Ms Perta Markac, Ms Senka Grancieri, Mr Zdravko Rajic, Mr Vlado Jakopanetz, Ms Visnja Prpic, Ms Gordana Kranjec, Ms Franci Buljat, Ms Silvana Petric and Mr Miro Ljubicic.

Celebrating the success of our students is also an important component of all courses offered at ACCS. This past year has seen celebratory events held for all of our classes; Digital Essentials, Work Systems and Communication, and Croatian Language classes.



Croatian Language Classes

This year we have held two Certificate of Achievement events to date.

On 28 April and 5 October, students of the Summer 2022 and Autumn / Winter 2022 semesters respectively were presented with their certificates of achievement. Well done to all our students!

ACCS extends its thanks to the Croatian Consulate General, Mr Joseph Petric, and all consulate staff for their continued support, and for regularly hosting our Certificate of Achievement presentation events at their offices.



Work Systems and Communication Course

To celebrate the outstanding commitment of ACCS staff who completed this course in the evenings after their busy work days, an inaugural dinner was held on 18 March 2022.

The class of 2021 were each presented with a certificate of achievement and gift voucher by ACCS CEO, Ms Franci Buljat.

2022 students soon enjoy their own celebratory dinner on 11 November 2022!



Digital Essentials Course

A certificate presentation event was held on 7 December 2021 for students of the 2021 semester 2 course. It was a very, very rainy day but that did not dampen anyone's spirit!

After the men spent a considerable amount of time in the rain preparing the shelter, students were presented with their certificates of completion.

Following the formalities, banana cake was enjoyed by all

(thanks to Ljiljana Goja) and a sing-along ensued to some old Croatian songs. A lovely time was had by all.

A certificate presentation event was also held on 29 August 2022 for students of the 2022 semester 2 course.

The weather was much more favourable on this day and students were able to enjoy a lovely and leisurely lunch in Dandenong to celebrate their achievements.

Financial Report



I am pleased to present the audited financial statements for the year ended 30th June 2022. This financial year has a surplus of \$533,126.

Income for the 2021/2022 financial year was \$7,128,620 which represents continued growth compared with income of \$5,975,325 for the previous 2020/2021 financial year. This result is the product of good financial management including gaining income from our key service areas (Home Care Packages program and Commonwealth Home Support program) as well as close monitoring of expenses over the entire financial year.

Expenditure for the 2021/2022 period was \$6,595,494. Staffing expenditure was 63% an investment which pays dividends for our members in terms of service delivery. The remaining 37% was on operational costs such as program and consumer expenses, rent and office expenses and IT Support.

Australian Croatian Community Services Ltd (ACCS) receives core funding from the Department of Health, and for this we offer our thanks and appreciation. You will find a comprehensive audited financial report in the pages ahead. The financial results are a noteworthy accomplishment given the challenges faced during Covid 19 pandemic.

Thank you to the entire team across the organization for this positive result. I would like to personally thank our Finance Officer, Senka Grancieri, for her sound oversight and control of the day-to-day financials in the organisation. I would also like to express thanks to our auditors at Asparq, and the members of ACCS Board of Directors, for their services and feedback.

This has been another successful year with the financial position of the organisation being stronger as we leave the year than when we entered it. I am confident we are heading in the right direction.

A handwritten signature in black ink, appearing to read 'Slavko Bilos', with a stylized flourish at the end.

Slavko Bilos, Treasurer

DIRECTORS' REPORT

The directors present this report on the company for the financial year ended 30 June 2022 in order to comply with the provisions of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act).

Directors

The names of the directors in office at any time during or since the end of the year are:

Ms Jenny Matic	Ms Nina Vucic (since 25 November 2021)
Dr Miro Ljubcic	Mr George Tsironis (since 29 November 2021)
Mr Slavko Bilos	Mr Michael Pernar (until 25 November 2021)
Mr Steven Milicevic	Ms Elizabeth Leone (until 30 June 2022)
Ms Meredith Adams	

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated. The President's role was assumed by Ms Jenny Matic.

Company Secretary

Franci Buljat held the position of company secretary during the financial year.

Principal Activities

The principal activity of the company during the financial year was the provision of community and aged care services to the Croatian born Victorians and broader community.

No significant changes in the nature of the company's activity occurred during the financial year.

Review of Operations

During the year, the company continued to engage in its principal activity, the results of which are disclosed in the attached financial statements. The profit for the year amounted to \$533,126 (2021: \$867,903).

The company receives majority of its funding through Commonwealth and State Government Grants.

Significant Changes in the State of Affairs

No significant changes in the company's state of affairs occurred during the financial year.

Strategic Goals

1. Grow in Size, Reputation and Recognition
2. Build a Skilful, Agile, Responsive Workforce
3. Empower Individuals and Advocate for Positive Outcomes
4. Celebrate, Practice and Preserve Culture and Heritage

Key Performance Measures

Proportion of funding provided by/ Year	2022	2021
Government Grants	99.9%	99.9%
Donations	0%	0%
Investments	0.1%	0.1%
Proportion of funding spent on/ Year	2022	2021
Client contract and programs	87%	87%
Administration	13%	13%
Fundraising	0%	0%

DIRECTORS' REPORT

1. GROW IN SIZE, REPUTATION AND RECOGNITION

GROW IN SIZE	Target 2020-21	Actual 2021-22	Result
Number of in home care recipients (Home Care Packages)	≤ 236	268	✓
Number of basic support services recipients through CHSP program	≤ 61	61	✓
Number of activity group participants	≤ 91	116 (incl. 2 HCP)	✓
Total number of recipients of care and participants in our programs	399	443	✓
Number of volunteers supporting our services	35	25	✗
Number of students - Croatian language classes	≤ 115	89	✗
Number of students - ACFE classes	≤ 45	87	✓

GROW IN REPUTATION	Target	Actual	Result
Number of third party endorsement applications completed	≤ 2	2	✓
% of clients satisfied or very satisfied with our services	≤ 95	87%	✗
Number of social capital building activities	≤ 6	6	✓

GROW IN RECOGNITION	Target	Actual 2021-22	Result
Number of website visits	≤ 5,500	4,811	✗
Number of digital advertising impressions	≤ 200	132	✗
Number of radio sessions / mentions	≤ 30	4	✗
Number of print media impressions	≤ 20	33	✓
% of staff vehicles with access to ACCS magnetic branding	≤ 100	100	✓

2. BUILD A SKILFUL, AGILE, RESPONSIVE WORKFORCE

SKILLFUL WORKFORCE	Target 2020-21	Actual 2021-22	Result
Staff completed mandatory sector training within specified timelines	100%	100%	✓
Upskilling opportunities in line with professional growth discussions completed	100%	100%	✓
Annual staff upskilling budget prepared for Board consideration.	Prepared	Prepared	✓
Annual submission for equipment to support seamless and safe service delivery prepared for Board consideration.	Prepared	Prepared	✓

AGILE AND RESPONSIVE WORKFORCE	Target 2020-21	Actual 2021-22	Result
Develop an annual recruitment strategy, and budget submission for Board consideration.	Prepared	Prepared	✓
Bi-lingual direct care workers	100%	98%	✗

DIRECTORS' REPORT

3. EMPOWER INDIVIDUALS AND ADVOCATE FOR POSITIVE OUTCOMES

EMPOWER INDIVIDUALS	Target 2020-21	Actual 2021-22	Result
Number of information sessions about current issues, services and how to access them delivered	2	11 (4 internal, 7 external)	✓

ADVOCATE FOR POSITIVE OUTCOMES	Target 2020-21	Actual 2021-22	Result
ACCS membership and participation in Ethnic Community Council advocacy activities.	Met	Met	✓
ACCS membership and participation in Age Care Peak Body advocacy activities.	Met	Met	✓
ACCS advocacy on behalf of clients and the broader community	Met	Met	✓

4. CELEBRATE, PRACTICE AND PRESERVE CULTURE AND HERITAGE

CELEBRATE CULTURE AND HERITAGE	Target 2020-21	Actual 2021-22	Result
Number of celebrations through partnerships delivered	2	0	✗
Annual Cultural Diversity Week Activities Plan completed	2	0	✗

PRACTICE AND PRESERVE CULTURE AND HERITAGE	Target 2020-21	Actual 2021-22	Result
Number of planned cultural exhibitions and cultural practice activities.	1	1	✓

Information on Directors at Balance Date

Ms Jenny Matic

Qualifications: Bachelor of Science; Advanced Diploma in Business (Accountancy), MAICD

Dr Miro Ljubcic

Qualifications: Doctor of Business Administration

Mr Slavko Bilos

Qualifications: Diploma of Financial Planning

Mr Michael Pernar (retired)

Qualifications: Diploma of Business

Mr Steven Milicevic

Qualifications: Bachelor of Laws. Bachelor of Arts

Ms Meredith Adams

Qualifications: Associate Diploma of Business in International Trade

Ms Nina Vucic

Qualifications: Master of Education, Diploma and Bachelor of Education, Bachelor of Arts (majors in Political Philosophy, Psychology and Criminology), Retired Division 1 Registered Nurse

Mr George Tsironis

Qualifications: Member of the Australian Psychological Society

Ms Elizabeth Leone (resigned)

Qualifications: Senior Employee Relations Consultant

DIRECTORS' REPORT**Meetings of Directors**

During the financial year, seven meetings of directors were held. Attendances by each director were as follows:

CURRENT BOD	POSITION HELD	MEETINGS HELD (7)	MEMBERSHIP
Jenny Matic	Chairperson	A 6 / E 7	Member since 2015
Dr Miro Ljubacic	Vice-Chair	A 5 / E 7	Member since 2013
Slavko Bilos	Treasurer	A 7 / E 7	Member since 2015
Meredith Adams	Member	A 7 / E 7	Member since 2020
Steven Milicevic	Member	A 4 / E 7	Member since 2020
Nina Vucic	Member	A 4 / E 4	Member since 2021
George Tsironis	Member	A 2 / E 4	Member since 2021
Michael Pernar	Member	A 3 / E 3	Retired 25/11/2021
Elizabeth Leone	Member	A 1 / E 4	Resigned 30/06/2022

A = attended; E = Eligible to attend

Events Subsequent to the End of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in future financial years.

Environmental Regulation

The company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory.

Indemnification of Officers

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of the company.

Proceedings on Behalf of the Company

No person has applied for leave of court to bring proceedings on behalf of the company or intervene in any proceedings to which the company is a party for the purpose of taking responsibility on behalf of the company for all or any part of those proceedings. The company was not a party to any such proceedings during the year.

Limited Liability

The company is registered with the *Australian Charities and Not-for-profits Commission* and is a limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of \$1.00 towards meeting any outstanding obligations of the company. At 30 June 2022, the total amount that members of the company are liable to contribute if the company is wound up is \$17.

DIRECTORS' REPORT

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2022 has been received and can be found on page 7 of the financial report.

Signed in accordance with a resolution of the Board of Directors.

Director



Name: Dr Miro Ljubcic

Director



Name: Mr Slavko Bilos

Dated this 16th day of November 2022

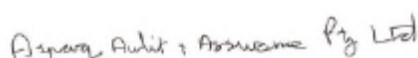
ASPARQ

AUDITOR'S INDEPENDENCE DECLARATION

TO THE DIRECTORS OF AUSTRALIAN CROATIAN COMMUNITY SERVICES LIMITED

In accordance with Subdivision 60-C of the *Australian Charities and Not-for-profits Commission Act 2012*, I am pleased to provide the following declaration of independence to the directors of Australian Croatian Community Services Limited. As the lead audit partner for the audit of the financial report of Australian Croatian Community Services Limited for the year ended 30 June 2022, I declare that, to the best of my knowledge and belief, during the year ended 30 June 2022 there have been no contraventions of:

- I. the auditor independence requirements as set out in the *Australian Charities and Not for Profits Commission Act 2012* in relation to the audit; and
- II. any applicable code of professional conduct in relation to the audit.




Asparq Audit & Assurance Pty Ltd
ACN 163 796 147

Scott Phillips
Director

Signed in Melbourne this 18th day of November 2022

Liability limited by a scheme approved under Professional Standards Legislation



Office Level 3, 3 Prospect Hill Road, Camberwell VIC 3124 | Mail PO Box 204, Camberwell VIC 3124 | Tel (03) 9861 6100 | www.asparq.com.au

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2022**

	Note	2022	2021
		\$	\$
REVENUE			
Grants received	2	7,000,462	5,498,777
Government Covid-19 Cash Flow Boost	2	-	37,500
Other income	2	128,158	439,048
EXPENSES			
Employee benefits expense		(4,163,142)	(3,286,258)
Client expenses		(1,639,375)	(1,115,429)
Rent		(9,644)	(13,337)
Interest expense		(3,158)	(4,067)
Computer & IT support		(120,656)	(100,438)
Bad debts write off		(5,844)	(10,481)
Depreciation and amortisation expenses		(98,039)	(87,070)
Other expenses from ordinary activities		(555,636)	(490,342)
Profit before income tax	3	533,126	867,903
Income tax expense		-	-
Net profit for the year		533,126	867,903
Other comprehensive income		-	-
Total other comprehensive income		-	-
Total comprehensive income		533,126	867,903
Total comprehensive income attributable to the members		533,126	867,903

The accompanying notes form part of these financial statements.

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2022**

	Note	2022	2021
		\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4(a)	4,720,441	4,201,295
Trade and other receivables	5	566,868	521,525
Other assets	6	41,805	33,662
TOTAL CURRENT ASSETS		5,329,114	4,756,482
NON-CURRENT ASSETS			
Plant and equipment	7	39,030	61,390
Right of use assets	8	32,830	85,138
Other assets	6	14,882	14,882
TOTAL NON-CURRENT ASSETS		86,742	161,410
TOTAL ASSETS		5,415,856	4,917,892
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	199,943	137,322
Lease liabilities		34,432	52,642
Provisions	10	505,139	379,869
Grants and contributions in advance	11	972,880	1,143,610
TOTAL CURRENT LIABILITIES		1,712,394	1,713,443
NON-CURRENT LIABILITIES			
Lease liabilities		-	34,432
Provisions	10	37,338	37,019
TOTAL NON-CURRENT LIABILITIES		37,338	71,451
TOTAL LIABILITIES		1,749,732	1,784,894
NET ASSETS		3,666,124	3,132,998
EQUITY			
Retained earnings		3,666,124	3,132,998
TOTAL EQUITY		3,666,124	3,132,998

The accompanying notes form part of these financial statements.

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2022

	Retained Earnings	Total
	\$	\$
Balance at 1 July 2020	2,265,095	2,265,095
Profit for the year	867,903	867,903
Balance at 30 June 2021	<u>3,132,998</u>	<u>3,132,998</u>
Profit for the year	533,126	533,126
Balance at 30 June 2022	<u>3,666,124</u>	<u>3,666,124</u>

The accompanying notes form part of these financial statements.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022	2021
		\$	\$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from government and sponsors		6,829,732	6,116,647
Other income		79,025	103,601
Interest received		3,790	5,568
Payments to suppliers and employees		(6,314,230)	(4,995,749)
Net cash provided by operating activities	4(b)	<u>598,317</u>	<u>1,230,067</u>
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for plant and equipment		(23,371)	(44,307)
Payment for right of use assets capital amount		(55,800)	(40,146)
Net cash used in investing activities		<u>(79,171)</u>	<u>(84,453)</u>
Net Increase in cash held		519,146	1,145,614
Cash at the beginning of the financial year		<u>4,201,295</u>	<u>3,055,681</u>
Cash at the end of the financial year	4(a)	<u>4,720,441</u>	<u>4,201,295</u>

The accompanying notes form part of these financial statements.

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Financial Reporting Framework

The directors have prepared the financial statements on the basis that the company is a non-reporting entity because there are no users who are dependent on its general purpose financial reports. This financial report is therefore a special purpose financial report that has been prepared in order to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. The company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial report has been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the *Australian Charities and Not-for-profits Commission Act 2012* and the significant accounting policies disclosed below, which the directors have determined are appropriate to meet the needs of members. Such accounting policies are consistent with the previous period unless stated otherwise.

Basis of Preparation

The financial statements, except for the cash flow information, have been prepared on an accrual basis and are based on historical costs unless otherwise stated in the notes. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise. The amounts presented in the financial statements have been rounded to the nearest dollar.

Statement of Compliance

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the *Australian Charities and Not-for-profits Commission Act 2012*, the basis of accounting specified by all Australian Accounting Standards and Interpretations, and the disclosure requirements of Accounting Standards AASB 101: *Presentation of Financial Statements*, AASB 107: *Statement of Cash Flows*, AASB 108: *Accounting Policies, Changes in Accounting Estimates and Errors*, AASB 124: *Related Party Disclosures*, AASB 1048 *Interpretation of Standards* and AASB 1054: *Australian Additional Disclosures*.

Revenue

The company recognises income from its main revenue/income streams, as listed below:

- ♦ Government grants
- ♦ Brokerage
- ♦ Donations and bequests

AASB 1058.8-10 When the company receives government grants, brokerage, donations and bequests that are in the scope of AASB 1058 (being a transaction where the consideration paid to acquire an asset is significantly less than fair value principally to enable the company to further its objectives), it performs an assessment to determine if the contract is 'enforceable' and contains 'sufficiently specific' performance obligations.

In cases where there is an 'enforceable' contract with a customer with 'sufficiently specific' performance obligations, the transaction is accounted for under AASB 15 where income is recognised when (or as) the performance obligations are satisfied.

In all other cases (where the contract is not 'enforceable' or the performance obligations are not 'sufficiently specific'), the transaction is accounted for under AASB 1058 where the company:

- ♦ Recognises the asset in accordance with the requirements of other relevant applicable Australian Accounting Standards (e.g. AASB 9, AASB 16, AASB 116 and AASB 138)
- ♦ Considers whether any other financial statement elements should be recognised ('related amounts') in accordance with the relevant applicable Australian Accounting Standard including:
 - contributions by owners (AASB 1004)
 - a lease liability (AASB 16)
 - revenue, or a contract liability arising from a contract with a customer (AASB 15)
 - a financial instrument (AASB 9)
 - a provision (AASB 137)
- ♦ Recognises income immediately in profit or loss for the excess of the initial carrying amount of the asset over any related amounts recognised.

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

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Leases

At inception of a contract, the company assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and a corresponding lease liability is recognised by the company where the company is a lessee. However all contracts that are classified as short-term leases (lease with remaining lease term of 12 months or less) and leases of low value assets are recognised as an operating expense on a straight-line basis over the term of the lease.

Initially the lease liability is measured at the present value of the lease payments still to be paid at commencement date. The lease payments are discounted at the interest rate implicit in the lease. If this rate cannot be readily determined, the company uses the incremental borrowing rate.

Lease payments included in the measurement of the lease liability are as follows:

- fixed lease payments less any lease incentives;
- variable lease payments that depend on an index or rate, initially measured using the index or rate at the commencement date;
- the amount expected to be payable by the lessee under residual value guarantees;
- the exercise price of purchase options, if the lessee is reasonably certain to exercise the options;
- lease payments under extension options if lessee is reasonably certain to exercise the options; and
- payments of penalties for terminating the lease, if the lease term reflects the exercise of an option to terminate the lease.

The right-of-use assets comprise the initial measurement of the corresponding lease liability as mentioned above, any lease payments made at or before the commencement date as well as any initial direct costs. The subsequent measurement of the right-of-use assets is at cost less accumulated depreciation and impairment losses.

Right-of-use assets are depreciated over the lease term or useful life of the underlying asset whichever is the shortest. Where a lease transfers ownership of the underlying asset or the cost of the right-of-use asset reflects that the company anticipates to exercise a purchase option, the specific asset is depreciated over the useful life of the underlying asset.

Concessionary Leases

For leases that have significantly below-market terms and conditions principally to enable the company to further its objectives (commonly known as peppercorn/concessionary leases), the company has adopted the temporary relief under AASB 2018-8 and measures the right of use assets at cost on initial recognition.

Employee Provisions

Short-term employee benefits

Provision is made for the company's obligation for short-term employee benefits. Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service, including wages, salaries and sick leave. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

The company obligations for short-term employee benefits such as wages, salaries are recognised as part of accounts payable and other payables in the statement of financial position.

Contributions are made by the company to employee superannuation funds and are charged as expenses when incurred.

Other long-term employee provisions

Provision is made for employees' long service leave and annual leave entitlements not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Other long-term employee benefits are measured at the present value of the expected future payments to be made to employees. Expected future payments incorporate anticipated future wage and salary levels, durations of service and employee departures, and are discounted at rates determined by reference to market yields at the end of the reporting period on high quality corporate bonds that have maturity dates that approximate the terms of the obligations. Upon the remeasurement of obligations for other long-term employee benefits, the net change in the obligation is recognised in profit or loss as part of employee provisions expense.

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**Employee Provisions (Cont'd)**

Other long-term employee provisions (Cont'd)

The company's obligations for long-term employee benefits are presented as non-current employee provisions in its statement of financial position, except where the company does not have an unconditional right to defer settlement for at least 12 months after the end of the reporting period, in which case the obligations are presented as current employee provisions.

Impairment of Assets

At the end of each reporting period, the company reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, is compared to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in profit or loss.

Where the future economic benefits of the asset are not primarily dependent upon the asset's ability to generate net cash inflows and when the company would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of a class of asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Where an impairment loss on a revalued asset is identified, this is debited against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

Plant & Equipment

Each class of plant and equipment is carried at cost or fair values are indicated, less, where applicable, accumulated depreciation and impairment losses.

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the assets employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

Plant and equipment that have been contributed at no cost, or for nominal cost are valued and recognised at the fair value of the asset at the date it is acquired.

Depreciation

The depreciable amount of all fixed assets including buildings and capitalised lease assets is depreciated on a straight-line basis over the asset's useful life to the company commencing from the time the asset is 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.

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

Class of Fixed Asset	Depreciation Rates
Office Furniture & Equipment	20% - 50%
Leasehold Improvements	33.33%
Software Licence	33.33%
Website Development	33.33%

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

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.

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts.

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 (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

Income Tax

No provision for income tax has been raised, as the company is exempt from income tax under Div. 50 of the *Income Tax Assessment Act 1997*.

Trade and other receivables

Trade and other receivables include amounts due from customers and any outstanding grant receipts. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Trade receivables are initially recognised at fair value and subsequently recognised less any provision for impairment.

Collectability of trade and other receivables is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off by reducing the carrying amount directly. A provision for impairment of trade receivables is used when there is objective evidence that the company will not be able to collect all amounts due according to the original terms of the receivables. The amount of the impairment allowance is the difference between the assets carrying amount and the present value of the estimated future cash flows, discounted at the original effective interest rate. Cash flows relating to short-term receivables are not discounted if the effect of discounting is immaterial.

The amount of the impairment loss is recognised in the income statements within other expenses. When a trade receivable for which an impairment allowance has been recognised becomes uncollectable in a subsequent period, it is written off against the provision account. Subsequent recoveries of amounts previously written off are credited against other expenses.

Trade and other payables

Trade and other payables represent liabilities for goods and services received by the company which remain unpaid at the end of the reporting period. The balance is recognised as a current liability with amounts paid in accordance with supplier trading terms.

Provisions

Provisions are recognised when the company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

Critical Accounting Estimates and Judgments

The directors evaluate estimates and judgments incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

Economic Dependence

Australian Croatian Community Services Ltd is dependent on government funding for the majority of its revenue used to operate its functions.

NOTES TO THE FINANCIAL STATEMENTS

Note 2: Revenue

	2022 \$	2021 \$
(a) Revenue recognised		
Operating grants and subsidies	7,000,462	5,498,777
Brokerage	21,135	300,537
Interest received	3,790	5,568
HCP & CHSP fees	45,215	67,371
Government Covid-19 Cash Flow Boost	-	37,500
Other revenue	58,018	65,572
	<u>7,128,620</u>	<u>5,975,325</u>

Note 3: Profit before income tax

	2022 \$	2021 \$
The following significant expenditure items are relevant in explaining the financial performance:		
Expenses		
Remuneration of auditor	10,000	9,000
Bad debt write-off	5,844	10,481
Program expenses	45,094	24,837
Client services expenses	<u>1,639,375</u>	<u>1,115,429</u>

Note 4: Cash and cash equivalents

	2022 \$	2021 \$
(a) Cash and cash equivalents		
Cash at bank – Business Cheque Account	740,208	885,395
Cash at bank – Business Online Saver Account	612	622
Cash at bank – High Interest Account	3,761,664	3,189,840
Cash at bank – Cash Management Account	217,334	118,599
Petty cash and Paypal account	623	6,839
	<u>4,720,441</u>	<u>4,201,295</u>
Reconciliation of cash		
Cash and cash equivalents	<u>4,720,441</u>	<u>4,201,295</u>

(b) Reconciliation of cash flow from operations with profit after income tax

Profit after income tax	533,126	867,903
Non-cash flows in profit		
Depreciation and amortisation	98,039	87,070
Interest expense on lease liabilities	3,158	4,067
Changes in assets and liabilities		
(Increase)/Decrease in trade and other receivables	(45,343)	(367,379)
(Increase)/Decrease in other assets	(8,143)	(15,702)
Increase/(Decrease) in grants and contributions in advance	(170,730)	617,870
Increase/(Decrease) in trade and other payables	62,621	(59,565)
Increase/(Decrease) in provisions	125,589	95,803
Cash flows provided by operating activities	<u>598,317</u>	<u>1,230,067</u>

NOTES TO THE FINANCIAL STATEMENTS

Note 5: Trade and other receivables

	2022	2021
	\$	\$
Current		
Trade debtors	44,137	23,061
Less – Provision for doubtful debts	(5,000)	(5,000)
Accrued income	527,731	503,464
	<u>566,868</u>	<u>521,525</u>

Note 6: Other assets

	2022	2021
	\$	\$
Current		
Prepaid expenses	41,805	33,662
	<u>41,805</u>	<u>33,662</u>
Non-current		
Security bonds	14,882	14,882
	<u>14,882</u>	<u>14,882</u>

Note 7: Plant and equipment

	2022	2021
	\$	\$
Plant and equipment		
Office furniture and equipment		
At cost	96,727	80,082
Less accumulated depreciation	(69,957)	(34,088)
	<u>26,770</u>	<u>45,994</u>
Leasehold improvements		
At cost	49,602	42,876
Less accumulated depreciation	(37,342)	(27,480)
	<u>12,260</u>	<u>15,396</u>
Software licence		
At cost	14,159	14,159
Less accumulated depreciation	(14,159)	(14,159)
	<u>-</u>	<u>-</u>
Website development		
At cost	3,200	3,200
Less accumulated depreciation	(3,200)	(3,200)
	<u>-</u>	<u>-</u>
	<u>39,030</u>	<u>61,390</u>

NOTES TO THE FINANCIAL STATEMENTS

Note 8: Right of use assets

	2022 \$	2021 \$
Non-current		
Leased offices	132,421	132,421
Accumulated depreciation	(99,591)	(47,283)
Net carrying amount	32,830	85,138

The company's lease portfolio relates to two offices. These leases have less than 12 months as their lease term. All of the extension or termination options are only exercisable by the company. The extension options or termination options which were probable to be exercised have been included in the calculation of the right of use assets.

Note 9: Trade and other payables

	2022 \$	2021 \$
Current		
Sundry creditors and accruals	154,522	109,332
Amounts payable to Australian Taxation Office (GST & PAYGW)	45,421	27,990
	199,943	137,322

Note 10: Provisions

	2022 \$	2021 \$
Current		
Employee benefits – annual leave	270,003	198,583
Employee benefits – long service leave	235,136	181,286
	505,139	379,869
Non-current		
Employee benefits – long service leave	37,338	37,019
Aggregate employee benefits liability	542,477	416,888

Note 11: Grants and contributions in advance

	2022 \$	2021 \$
Current		
Home Care Package (HCP) client funds unexpended	972,880	1,143,610

Note 12: Related party transactions

- a. Key management personnel
Any person(s) having authority and responsibility for planning, directing and controlling the activities of the company, directly or indirectly, including any directors (whether executive or otherwise) of the company, is considered key management personnel.
- b. Other related parties
Other related parties include close family members of key management personnel and entities that are controlled or significantly influenced by those key management personnel, individually or collectively with their close family members.

NOTES TO THE FINANCIAL STATEMENTS

Note 12 : Related party transactions (Continued)

	2022	2021
	\$	\$
c. Key management personnel compensation:		
short-term employee benefits	-	-
post-employment benefits	-	-
Other long-term benefits	-	-
	<hr/>	<hr/>
	-	-
	<hr/>	<hr/>
Other Related Parties:		
Transactions with related parties	-	-
	<hr/>	<hr/>
	-	-
	<hr/>	<hr/>

Note 13: Company Details

The registered office and principal place of the company is:

Australian Croatian Community Services Limited

1/51 Hopkins Street Footscray VIC 3011

Note 14: Members' Guarantee

The company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute up to \$1.00 towards:

- a) The company's liabilities contracted before the person ceased to be a member; and
- b) Costs, charges and expenses to wind up and adjust the rights of the contributories among themselves.

At 30 June 2022, the number of members was 17.

DIRECTORS' DECLARATION

In accordance with a resolution of the directors of Australian Croatian Community Services Limited (the "registered entity"), the directors of the registered entity declare that, in the directors' opinion:

The financial statements and notes, as set out on pages 7 to 19, satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and:

- a. comply with Australian Accounting Standards applicable to the company; and
- b. give a true and fair view of the financial position of the company as at 30 June 2022 and of its performance for the year ended on that date.

There are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Director



Name: Dr Miro Ljubicic

Director



Name: Mr Slavko Bilos

Dated this 16th day of November 2022



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF
AUSTRALIAN CROATIAN COMMUNITY SERVICES LIMITED

Opinion

We have audited the financial report of Australian Croatian Community Services Limited (the "Registered Entity"), which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the Registered Entity is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 (the "ACNC Act"), including:

- ♦ giving a true and fair view of the Registered Entity's financial position as at 30 June 2022 and of its financial performance for the year then ended; and
- ♦ complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the registered entity in accordance with the ACNC Act, the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: Code of Ethics for Professional Accountants (including Independence Standards) (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Information Other than the Financial Report and Auditor's Report Thereon

The directors are responsible for the other information. The other information comprises the information included in the Registered Entity's annual report for the year ended 30 June 2022, but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Directors for the Financial Report

The directors of the Registered Entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the ACNC Act. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the ability of the Registered Entity to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Registered Entity or to cease operations, or have no realistic alternative but to do so.

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ASPARQ

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AUSTRALIAN CROATIAN COMMUNITY SERVICES LIMITED

Auditor's Responsibility for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

- ♦ As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:
- ♦ Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- ♦ Obtain an understanding of internal control relevant to the audit 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 Registered Entity's internal control.
- ♦ Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- ♦ Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Registered Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Registered Entity to cease to continue as a going concern.
- ♦ Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- ♦ Obtain sufficient appropriate audit evidence regarding the financial information and business activities within the Registered Entity to express an opinion on the financial report. We are responsible for the direction, supervision and performance of the audit. We remain solely responsible for our opinion.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Asparq Audit & Assurance Pty Ltd

Asparq Audit & Assurance Pty Ltd
ACN 163 796 147

Scott Phillips

Scott Phillips
Director

Signed in Melbourne this 18th day of November 2022

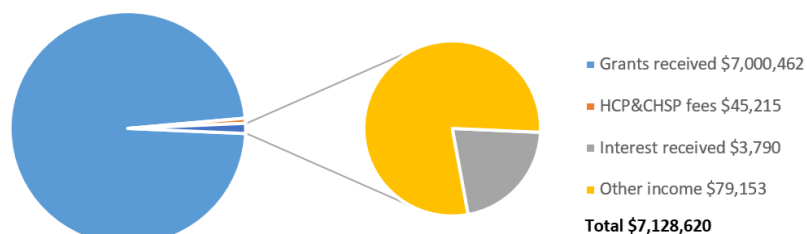
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Finances in a Snapshot

Revenues 2022



Expenses 2022



BALANCE SHEET

Assets	2022	2021
Current Assets	\$5,329,114	\$4,756,482
Non-current Assets	\$86,742	\$161,410
Total Assets	\$5,415,856	\$4,917,892
Liabilities	2022	2021
Current Liabilities	\$1,712,394	\$1,713,443
Non-current Liabilities	\$37,338	\$71,451
Total Liabilities	\$1,749,732	\$1,784,894
Total Equity	\$3,666,124	\$3,132,998

Acknowledgements

ACCS acknowledges the contributions made from the following valued funders, councils, trusts and foundations for their support and contribution in 2021-2022:

- ♦ Department of Health and Aging
- ♦ Department of Health and Human Services
- ♦ Department of Families, Fairness and Housing
- ♦ Department of Education and Training
- ♦ Brimbank City Council
- ♦ Hume City Council
- ♦ Learn Local
- ♦ Western Region Aged Care Public Fund Inc (WRAC)
- ♦ Dandenong City Soccer Club
- ♦ Croatian Catholic Centre “St Anthony” Geelong
- ♦ Croatian Catholic Centre “St Leopold Mandic” Sunshine.

Free Call 1800 953 963

Facebook/Australian Croatian Community Services

www.youtube.com/AustralianCroatianCommunityServices

support@accs.asn.au

www.accs.asn.au

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