



# Annual Report 2020

**W**e are pleased to present to you ACCS Annual Report for 2019/2020, which provides a showcase of the significant and essential contribution that ACCS' 100+ committed staff and volunteers make to the lives of those they serve, and we are inspired by their commitment to this important work.



## Table of Contents

03	Message from the Chairperson and the CEO	11	Home Care Packages
04	Treasurer's Report	12	Our Consumers - Our Stories
05	Our Structure	14	Brokerage and Private Care Services
06	Strategic Plan	16	Entry Services at Home and in the Community
08	Workforce Development Continuous Improvement	22	Adult Community Education
09	We Are in This Together	24	Financial Report
10	One Call Can Make a Difference	43	Acknowledgements

# Message from the Chairperson and the CEO

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JENNY MATIC, CHAIRPERSON



FRANCI BULJAT, CEO

ACCS has again significantly progressed its core work, and managed exponential growth, whilst staying on course with its Strategic goals.

## REFLECTION

### BUILDING SOCIAL CAPITAL

At ACCS we strive to make long lasting impact on the communities we serve by expanding our reach. This year we organised a successful fundraising event to support age care services for Croatian seniors in Victoria. CRO Dinner Dance was held in partnership with the Victorian Croatian Aged Care Services (VCACS) who are overseeing the construction of the 100 bed aged care facility in Geelong. The event was attended by 420 people, and raised an impressive \$65,000. We see it as crucial that the seniors have access to culturally appropriate in-home and residential age care services.

### RISING TO THE CHALLENGE OF COVID-19

As we celebrated the end of 2019 and the start of a new decade, who would have thought that just four months later, Australia would be in lockdown? No one was ready for the unprecedented situation we now find ourselves in. The COVID-19 pandemic has had a profound impact on the broader community, and the impacts on the aged care sector have been extreme. As at the time of writing this report, ACCS has had no consumer within our programs that has tested positive to COVID-19, and there has been no staff to staff transmission. ACCS has invested heavily in additional infection control education, personal protective equipment, and technology to assist care services and corporate support services to continue throughout this difficult period. Our social support groups have now become virtual, with ACCS assisting with laptops and internet connection where required. In addition, we have introduced new, culturally specific frozen meals delivery service to our social support group participants and home care packages program consumers.

The COVID-19 pandemic continues to evolve and will impact operations over the next 12 months, however these impacts cannot be quantified at this time.

### NEW AGED CARE QUALITY STANDARDS

On 1 July 2019, new aged care quality standards were introduced. ACCS' continued investment in quality and safety has ensured all services remain fully compliant with the new standards. This has been invaluable as our sector has faced unprecedented challenges with the COVID-19 pandemic.

### ROYAL COMMISSION INTO AGED CARE QUALITY AND SAFETY

The Aged Care Royal Commission handed down an interim report in November 2019, by which many systemic weaknesses were identified. Entitled "Neglect", the Interim Report found that a fundamental overhaul of the design, objectives, regulation and funding of aged care in Australia is required. It has been clear for many years that the aged care system needs generational change, and with that, there needs to be a significant boost to the level of funding contributed to the system. The COVID-19 pandemic has also had a significant impact on the delivery of aged care services. In order to understand that impact fully, the Commissioners were seeking the views of those people directly affected. Aged Care and Covid-19 Special Report has identified immediate areas for action.

A final report will be delivered in February 2021.

### IN CLOSING

We would like to acknowledge and thank each ACCS Board Director, staff and volunteer for their work and commitment shown over the last 12 months. It is because of their efforts that more and more people are approaching ACCS for assistance.

# Treasurer's Report

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A handwritten signature in black ink, appearing to read 'Slavko Bilos'.

SLAVKO BILOS, TREASURER

It is my pleasure to report to the members the state of ACCS finances in 2019/2020.



Income for the 2019/2020 financial year was \$4,647,551 which represents continued growth compared with income of \$3,326,732 for the previous 2018/2019 financial year.

Expenditure for the 2019/2020 period was \$3,982,002 leaving a surplus of \$665,549.

Income was once again generated mostly in our three key service areas – Home Care Packages Program (\$3,102,597 or 67%) Commonwealth Home Support Program (\$584,015 or 12.5%) and Brokerage Services (\$507,902 or 11%).

\$2,666,054 or 67% of expenditure was on staffing, an investment which pays dividends for our members in terms of service delivery. The remaining \$1,315,948 was on operational costs such as program and consumer expenses, rent and office expenses and IT Support.

You will find a comprehensive audited financial report in the pages ahead. The financial results are a noteworthy accomplishment given the challenges faced by the aged care and community sector.

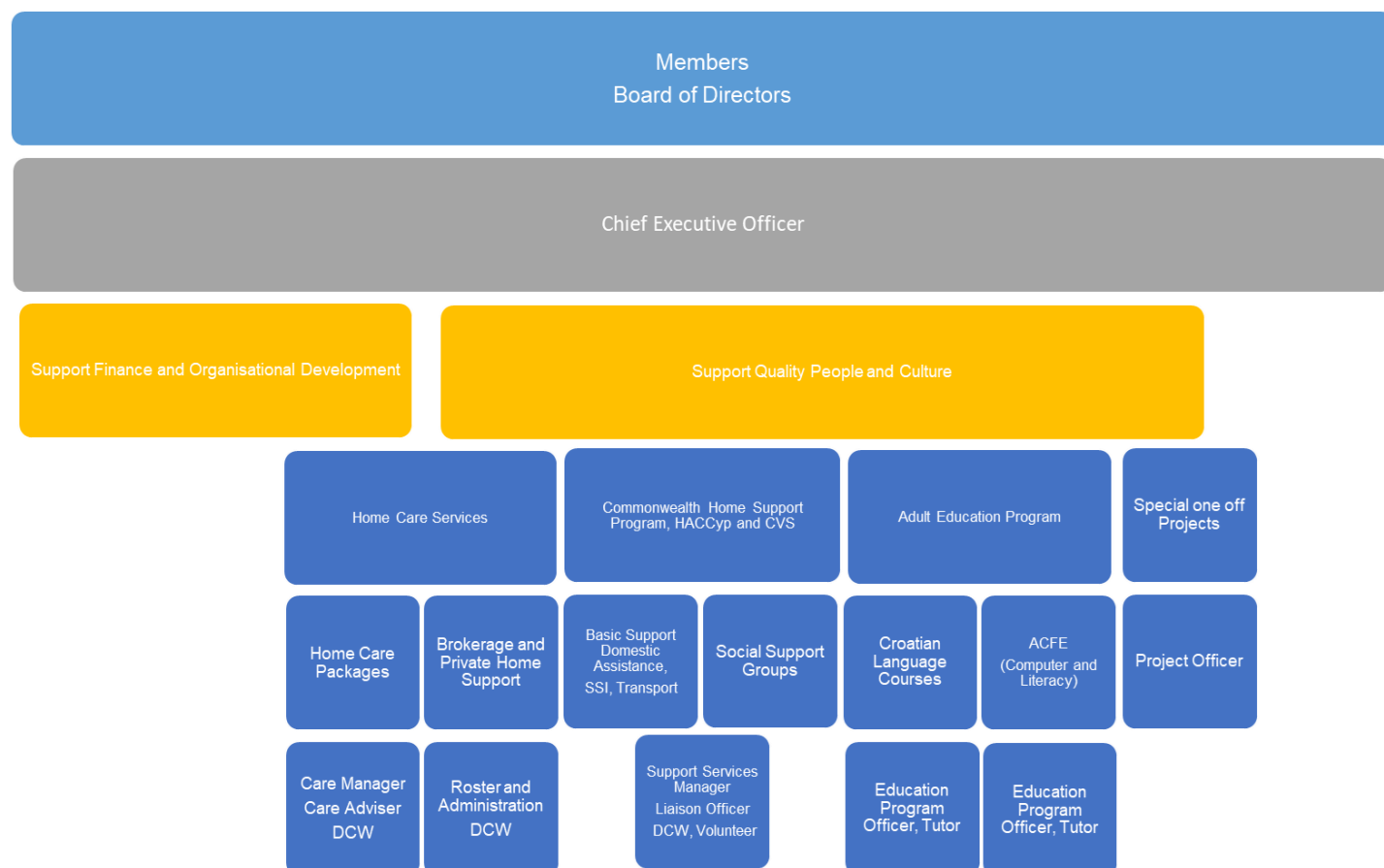
Thank you to the entire team across the organization for this positive result. I would especially like to thank our Finance Officer, Senka Grancieri, for her help and invaluable guidance and commitment to supporting me and our organization. We are fortunate to be blessed with such good people to work with.

I would also like to express thanks to our auditors, John Woodward, Chartered Accountant, and the members of ACCS Board of Directors, for their services and feedback.

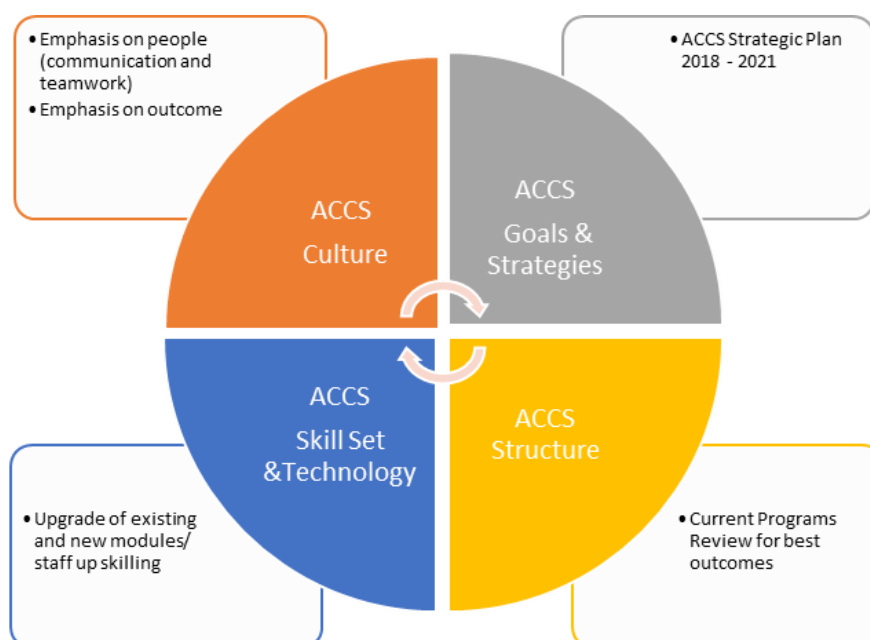
This has been another successful year with the financial position of the organisation being stronger as we leave the year than when we entered it. I am confident we are heading in the right direction.



# Our Structure



## What is important to us



# Strategic Plan



**Vision** - Provider of Choice for culturally tailored services that sustain and nurture individuals, promote community wellbeing, celebrate diversity, and showcase and preserve our cultural heritage.



## 1. Grow in Size, Reputation and Recognition

- Increase our service footprint in the marketplace.
- Reinforce and extend our reputation as an ethical provider of quality services and programs.
- Increase awareness about who we and what we do in the community.

## 2. Build a Skilful, Agile, Responsive Workforce

- Our workforce is professional, qualified and committed to providing safe, high quality, care and services.
- As our workforce grows, our capability to deliver culturally appropriate care and services will not be compromised.



- Increase the number of consumers, and participants in our services and programs.
- Seek independent, and consumer validation that we are a provider of quality services and programs.
- Building social capital.
- Increase our visibility and our presence on digital, print and radio, platforms.

- Invest in continuous staff education and upskilling.
- Invest in electronic and other equipment to support seamless and safe service delivery to our consumers.
- Recruit local bi-lingual staff to deliver direct services to our consumers.
- Explore mechanisms to train and recruit bi-lingual staff located overseas.



## Grow in Size

- Number of in home care recipients  $\geq$  (no. at 30/6/ 19)
- Number of activity group participants  $\geq$  (no. at 30/6/ 19)
- Number of men's shed participants  $\geq$  (no. at 30/6/19)
- Number of Volunteers  $\geq$  (no. at 30/6/19)
- Number of students who have undertaken Croatian classes  $\geq$  (no. at 30/6/19)
- Number of students who have undertaken computer classes  $\geq$  (no. at 30/6/18)
- Total recipients of care and participants in our programs  $\geq$  (no. 30/6/19).

## Grow in Reputation

- Number of third party endorsement applications completed  $\geq$  (no. at 30 June 2019)
- Client satisfaction survey  $\geq$  (% when survey was last done) of clients who are satisfied/very satisfied with our services.
- Number of Social Capital Building Activities  $\geq$  (no at 30/06/19).

## Grow in Recognition

- Number of website visits  $\geq$  (no at 30/06/19)
- Number of Digital Advertising Impressions  $\geq$  (no. at 30/06/19)
- Number of radio sessions/mentions  $\geq$  (no at 30/06/19)
- Number of print media impression  $\geq$  (no at 30/06/19)

## Staff Education and Upskilling

- 100% staff completed mandatory sector training within specified timelines.
- Upskilling opportunities in line with professional growth discussed with 100% of staff.
- Annual submission for upskilling budget prepared for Board consideration.
- Annual submission for equipment to support seamless and safe service delivery prepared for Board consideration.

## Our Commitment to Culturally Appropriate Services

- Develop an annual recruitment strategy, and budget submission for Board consideration.
- By December 2020 - Work with key stakeholders to test viability of Labour Agreements to address significant bi-lingual staff shortage.
- By December 2020 - Work with key stakeholders to test viability of alternative training and employment mechanism to facilitate recruitment of bi-lingual staff from overseas.
- 100% of our direct care works are bi-lingual.

**Mission** - To empower, and enhance the quality of life of individuals, promote social cohesion, and preserve culture for the next generation - through our services and programs.

### 3. Empower Individuals and Advocate for Positive Outcomes

- Build awareness about services and how to access them to empower individuals and families to make informed choices about their care.
- Advocate on behalf of consumers, and the community to improve individual and community outcomes.
- Deliver information sessions about current issues, services, and how to access them.
- Recruit a dedicated community liaison officer to support individuals and families to navigate the system and make informed decisions.
- Advocate alone, and in partnerships.

#### Empower Individuals

- Number of information sessions about current issues, services and how to access them delivered
- Target: x Delivered: x
- By 30 June 2020 - Recruitment of Community Liaison Officer

#### Advocate for Positive Outcomes

- ACCS membership and participation in Ethnic Community Council advocacy activities.
- ACCS membership and participation in Age Care Peak Body advocacy activities.
- ACCS advocacy on behalf of clients and the broader community.

### 4. Celebrate, Practice and Preserve Culture and Heritage

- Celebrate our culture and heritage in partnership with other organisations.
- Celebrate and acknowledge Victoria's cultural diversity.
- Deliver unique cultural services and programs that preserve language, cultural practice and cultural expression.
- Support organisations to deliver festivals, and events of cultural significance to the community.
- Participate in VMC cultural diversity activities, and support other CALD communities as requested.
- Deliver unique cultural programs and services to practice and preserve culture and heritage.

#### Celebrating Through Partnerships

- Number of celebrations through partnerships delivered.
- Target: x Delivered: x

#### Celebrating Cultural Diversity

- Annual Cultural Diversity Week Activities Plan completed.

#### Practice and Preserve Culture and Heritage

- Number of students who have undertaken Croatian classes ≥ (no. at 30/6/19)
- Number of planned cultural exhibitions and cultural practice activities.
- Target: x Delivered: x

# Workforce Development

Over the last financial year the number of Home Care Packages has grown significantly across all regions including Barwon, North West and South East of Melbourne.

As the number of Home Care Packages continued to grow and expand, ACCS required to review several areas around workforce needs. An additional full time Care Manager was appointed, including further Croatian Speaking Direct Care workers across all three regions.

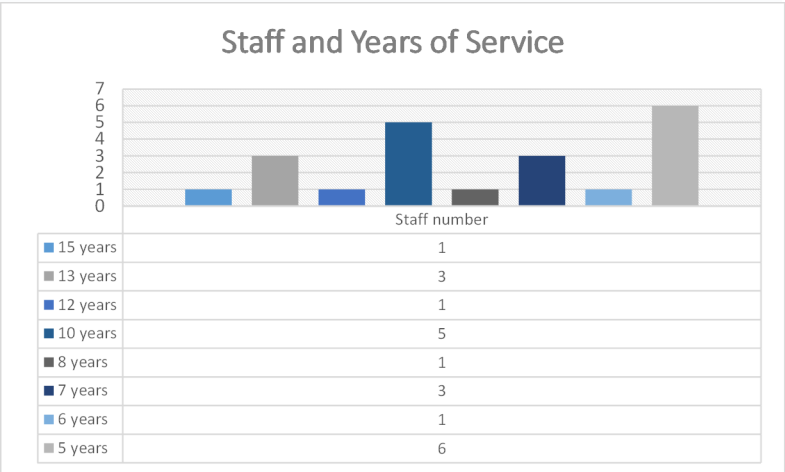
ACCS also implemented contracted agreements with other Home Care Approved Providers such as Southern Migrant and Refugee Centre (SMRC), Home Instead, Mercy Health, and Good Companion, to ensure sufficient skilled staff are available to provide high quality services to ACCS Consumers. 75% of these contract agreements were implemented as the consumers transferred their packages across to ACCS but wanted to have their care and services delivered by DCW staff who worked for these Approved Providers.

ACCS welcomed these Approved Providers to continue to assist ACCS with high quality of care and services.

ACCS has 37 Direct Care Workers (DCW) who are experienced with either a Certificate III or Certificate IV in Aged Care. All staff are bilingual who speak both Croatian and English languages and some speak other languages including Hungarian, Czech and Macedonian.

DCW staff maintain their knowledge and skills through an ongoing professional development training program both internally and externally. Ensuring services such as personal care, respite care, general domestic cleaning, transport and meal preparations to ACCS consumers is delivered at high quality standards.

34% of ACCS staff have celebrated either 5 – 15 years of length of service. This truly indicates their commitment, dedication and loyalty to ACCS – congratulations to all.



# Continuous Improvement

Major changes have occurred in both Home Care Packages and the Commonwealth Home Support Programs under the Aged Care Quality and Safety and Commission and Aged Care Quality Principles.

The programs require to meet compliance with all eight new standards including the forty two requirements. As a result of the new standards and compliance requirements

ACCS has reviewed and continuous to review and implement new policies and procedures, including systems and processes to ensure compliance.

Some areas of improvement included:

- Updating consumer agreements as per the new pricing regulations
- Implementing the new Aged Care Charter of Rights
- Revising and updating the consumer pack
- Revising the consumer feedback form
- Revising the comments and complaints process
- Updating the consumer assessment and care plan with measurable goals, needs and preferences.



## “We Are in This Together”

**The last four months of the financial year required many changes to the way ACCS staff worked and cared for elderly within the community.**

As a result of COVID-19 – the way staff worked and lived had no option but to change. It was difficult times ahead for everyone worldwide as this pandemic took over. As the pandemic was growing in Australia – we were “all in it together” and to ensure minimal disruption to the services and care provided to ACCS most vulnerable people within the community – ACCS reviewed work practices, policies, procedures and processes.

Some of these were as follows:

- Implementing virtual Social Support Groups
- Care Managers conducting welfare checks on their consumers by calling them each day when a service was booked to ensure they were well
- Staff welfare checks conducted daily prior to commencement of work – including checking of their own temperatures
- Admin staff working on a rotating roster to attend the office – otherwise worked from home
- Staff requiring to wear Personal Protective Equipment (PPE) continuously while attending to consumer care and services
- Staff kept up to date with changes through the Department of Health and Department of Human Services through Daily COVID-19 news
- Updating of ACCS infection control policy and procedure
- Training on infection control provided face-face and over ELearning for all care staff
- Implementing Croatian cuisine frozen food meals – these were prepared in a restaurant and delivered to ACCS consumers by ACCS staff.

ACCS Direct Care Workers have been at the frontline during this pandemic and it must be stated – that their dedication, loyalty and hard work has continued to achieve consumers care needs, goals and preferences. This pandemic has certainly been challenging however, as a team and working through each step together it can be stated that it has been managed effectively ensuring the spread was minimised.



# One Call Can Make a Difference



**Every day we receive enquiries from older people and their family and friends about how to get support and assistance to continue to live in their own homes independently and safely.**

Majority of the enquiries can be answered with one simple phone call.

When older people with an immediate need for home care support contact ACCS for the first time, they talk to our Care and Services Advisor who has a broad knowledge and understanding of the Aged Care system and the referral process.

Care and Services Advisor provides prospective consumers with the information they need to make decisions that are right for them. This process ensures that they have answers to their questions and to help them navigate through Home Care Options.

In 2019/2020 Financial year we assisted more than 300 enquiries regarding:

- Aged Care processes
- Referral processes
- Services and Care available through a Home Care Services
- Application process to be eligible for a Home Care Services

ACCS provided over 464 people with care and services, with 158 of these being new consumers. They were receiving more than 60240 hours of direct care from ACCS.

During COVID-19 at ACCS we are continuing to be busy...we are attending to our older people enquiries within the community regarding the pandemic as they were concerned and uncertain of their future and questioning continuity and safety of support that is provided.

At ACCS during this pandemic, the safety and wellbeing of our consumers and staff has been our highest priority. Our workers report every day to confirm that they are well, whilst our Care Managers conduct daily welfare checks for our consumers ensuring their safety and wellbeing is maintained.

We are here to help older people within the community, with the right advice and services to assist and support them to live within their own homes longer.

We deliver services that are culturally safe and culturally responsive.



# SERVICES WE PROVIDE

## Home Care Packages

ACCS home package consumer numbers have continued to increase in 2019/2020 financial year. ACCS at the end of financial 2019/2020 supported 166 compared to 128 in 2018/20 19 elderly people within the community across all regions including Barwon, North West and South East of Melbourne.

ACCS supports elderly people who have been assessed as requiring care and services related to age, disability or dementia to continue to live independently in their own homes.

Our Care Managers partner with the consumers/representatives in conducting assessments and implementing individualised care plans to meet their goals, needs and preferences. Services and care are coordinated by Care Managers in consultation with consumers/representative ensuring their choices are respected.

Some of these may include:

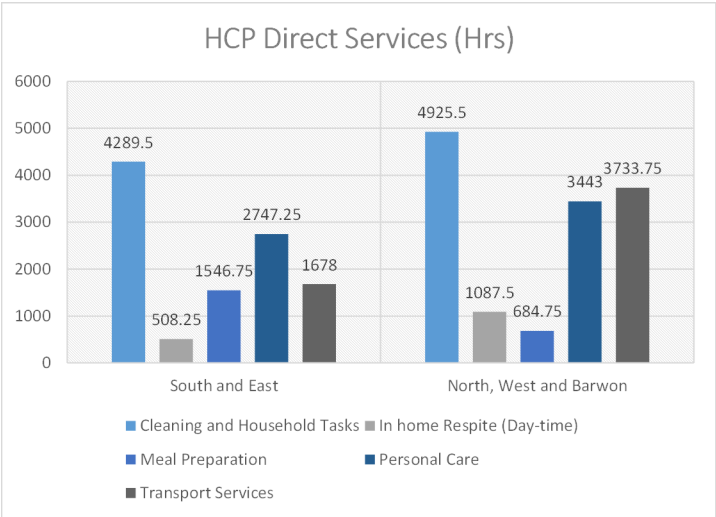
- domestic services
- meal preparation
- transport to medical appointments/shopping/social support groups
- assisting with personal care needs or
- In home respite care.

Care Managers and Direct Care Workers strive on ensuring elderly people within the community have their care and services met at high quality standards whilst empowering them

to maintain their independence. This has been achieved with regular care plan reviews, providing all consumers with dignity of risk, respecting their preferences and matching Direct Care Workers to individual consumers.

The highest number of services provided by ACCS Direct Care Workers was conducted for domestic services, followed by personal care and transport.

In 2019/2020 our dedicated DCWs provided total 24,644 hours of support.





# Our Consumers - Our Stories



Milica Mazar, HCP Consumer with Companion

**M**ilica Mazar has been a consumer of ACCS for just over a year.

She came to ACCS from another provider as she preferred to have carers that she could relate to on a cultural level. Milica is a widow who has lived in the Noble Park area for many years and was a frequent church attendee who enjoyed socialising within her Croatian community. She is now supported by her niece.

Milica adores animals and shared her home with a parrot, 'Peter Billy', for over 25 years.

They would have conversations and he would indeed answer her questions, it was beautiful to see and hear. Unfortunately Milica's precious pet passed away suddenly at the end of last year leaving her absolutely devastated.

ACCS not only empathised with Milica but indeed much work happened behind the scenes to organise a proper farewell for her beloved bird.

Peter Billy's final resting place is in Milica's lovely garden

surrounded by her gorgeous roses, and off course has an appropriate head stone capturing her devotion for a lifelong companion.

When she was ready, Milica was assisted by a direct care worker in going to the pet shop and choosing two very chirpy budgies to be her new companions. They are not her beloved parrot but still bring her much joy.

Like many consumers who value their independence Milica was a little hesitant in taking on board the full breadth of services available to her. It took a little while for Milica to build a rapport both with her Care Manager and direct care workers for her to fully embrace all that ACCS offers.

Over the year long journey, Milica has subsequently grown to trust the Care Manager and direct care workers and they have been instrumental in providing support by respecting her independence, therefore building trust.

Milica has voiced her sincere thanks to Care Manager for providing reassurance over the difficult long months of Covid-19.

When the Care Manager calls to enquire as to her wellbeing, her voice lights up and you can physically hear the happiness in her voice, this is so rewarding.

Milica now has direct care workers attend daily, not only for services but to provide valued interaction. Milica also now has the frozen Croatian food delivered which has been an important part in building up her appetite and her reconnecting with her cultural cuisine.

Like many consumers who live alone, the time spent with carers, chatting, laughing and generally spending valuable one on one is priceless. It has given her a whole new dimension to an otherwise somewhat lonely existence.

In closing, Milica's journey is a true reflection of person centred care.

**D**ragica and Stjepan Blazek have been receiving Home Care Package (HCP) services and care through ACCS for the last 2 years.

Stjepan moved to Australia in 1961 from Croatia and Dragica followed in 1963. Whilst they were apart, they stayed in touch through writing letters to each other. They married in 1964 in Australia and had one daughter Katrina in 1970.

They built their own home in Glen Waverley in the early 1980's and have lived there since.

Stjepan and Dragica have both worked very hard within their profession to establish a good life for their family in Australia. Stjepan was a member with the Australian Croatian Soccer Club for around 50 years in Footscray and Sunshine.

Dragica has been a member for over 40 years with the Australian Croatian Women's Association in Footscray (Katarina Zrinski).

After retiring and the years went by, their health declined and they realised that they required assistance to continue living at home independently, safely and comfortably. Their daughter Katrina and their two grandsons Mathew and Andrew visit on a regular basis, and assist as much as possible.

After hearing about ACCS through friends, they decided it was time to receive further assistance with specific care and services that ACCS was offering. According to both Dragica and Stjepan this has certainly empowered them to maintain living in their own home independently, safely and comfortably.

The commencement of the COVID-19 pandemic certainly

made Dragica and Stjepan feel a little anxious and nervous but this anxiety and nervousness was very much minimised and they felt at ease with ACCS care and services. Dragica and Stjepan both stated, "the information provided by ACCS management made us feel at ease and comfortable." Both Dragica and Stjepan are very grateful for all the wonderful support and assistance they receive from ACCS.



Stjepan and Dragica Blazek, HCP Consumers



Katica Sipek, HCP Consumer

**B**eing independent is very important for Katica Sipek and early enough she realized that in order to keep her independence she will require support and assistance to continue to live within her own home.

Katica and her husband had a good understanding of the care and services offered by ACCS by attending various information sessions and presentations held at the Croatian senior citizens club. ACCS assisted and supported them through the Aged Care process ensuring their questions were answered and they had all the information to make the decision independently.

Following the Aged Care assessment process Katica was assigned a home care package in October 2017 and chose ACCS as her service provider.

Katica has been able to continue to live independently, safely and comfortably within her own home as a result of the services provided by ACCS. One of the pleasures Katica enjoys in her life is shopping and she now loves shopping outings with our Direct Care Staff.



# Brokerage and Private Care Services

**B**rokerage services are provided to various consumers with different languages and cultures. All our Direct Care Workers speak Croatian and English, and some speak Macedonian, Czech and Hungarian.

Our brokerage services consumers come from various cultures which include: Australian, Bosnian, Croatian, Egyptian, Hungarian, Italian, Lebanese and Macedonian.

Through on-going training and up skilling of our Direct Care Workers, our partner agencies continue to receive the highest quality of care and services provided to their consumers. ACCS worked closely with all brokerage agencies when the COVID-19 pandemic commenced, ensuring appropriate measures were implemented to minimise the risk of the spread of COVID-19 to their consumers. Our DCW staff were up skilled in infection control precautions, including the wearing and using of appropriate Personal Protective Equipment (PPE).

Eight consumers decided to transfer their Home Care Packages across to ACCS.

ACCS has also had the privilege to provide care and services to private consumers. These consumers required assistance and support from our Direct Care Workers to continue to live in their own homes as independently as possible whilst maintaining their safety and wellbeing. They have either been waiting for a Home Care Package to be allocated to them, or are not eligible for a subsidised package. As a result of the services and care provided, ACCS was able to meet their needs.

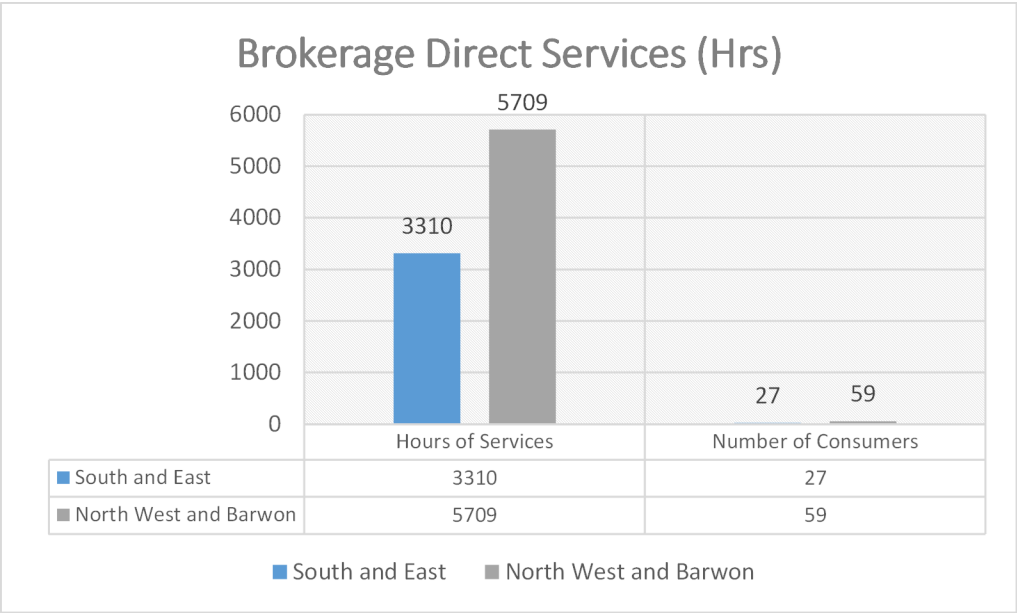
Brokerage care and services include:

- Cleaning and Household Tasks
- Meal Preparation
- Personal Care
- In home Respite
- Transport Services
- Social Support Services

Thank you to our Partner Agencies:

- Annecto
- Baptcare
- Benetas
- Brotherhood of St Laurence
- Care Connect
- Carers Victoria
- City of Melbourne
- Mercy Aged and Community Care
- Hammond Care
- IPC Health
- Let's Get Care
- MECWACare
- Bolton Clarke
- The Salvation Army
- Gen U Karingal St Laurence

In 2019/ 2020 we have assisted 85 consumers through Brokerage Service Program, 59 consumers in the North West and 27 in the South East Region. Total number of services provided was 9019 (5709 in the North West and 3310 in the South East Region).







Pictured: Josip Bilos, Private Care Services Consumer



# Entry Services at Home and in the Community

The Commonwealth Home Support Programme (CHSP) provides a range of entry-level aged care services to help frail older people 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.

Community Support Services delivered through ACCS include:

- Domestic Assistance
- Social Support Individual and Transport
- Social Support and Planned Activity Groups
- Community Visitors Scheme Program

All services were to a different level impacted by the COVID-19 pandemic and restrictions being imposed to stop the spread of the corona virus. During the last few months, some of these services have been implemented in a completely new and different way.



Healthy Aging Expo, St Albans 2020



## Domestic Assistance

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

This is a fortnightly service that is provided to our consumers in their home ensuring their environment is safe and well maintained, 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.

As a result, consumers on the waiting list for this program have been able to commence with the service. Domestic assistance continued during the COVID-19 pandemic with all appropriate measures implemented to minimise the risk of the spread of the virus.



## Social Support Individual and Transport

**S**ervices have been delivered across Northern, Western and Southern Metropolitan regions by our staff and volunteers.

Our dedicated volunteers gave away their free time to provide support and assistance to the elderly people in their homes, offering regular support visits, assistance with shopping, transport and to medical and other appointments and social clubs.

Services were well accepted and appreciated by our consumers who love being able to communicate with staff and volunteers in their own language.

Activities were implemented according to plan until the virus restrictions came into effect. Due to the recommended social isolation and closure of clubs and social venues, services involving volunteers have suffered a major drawback in the last quarter, with most of them being cancelled.



SSG Outing, Arthur's Seat



SSG Outing, Puffing Billy



# Community Visitor Scheme



Jadranka Milanovic, Volunteer visiting Residents in Aged Care Facility

**T**his program, which involves volunteers, consists of two areas:

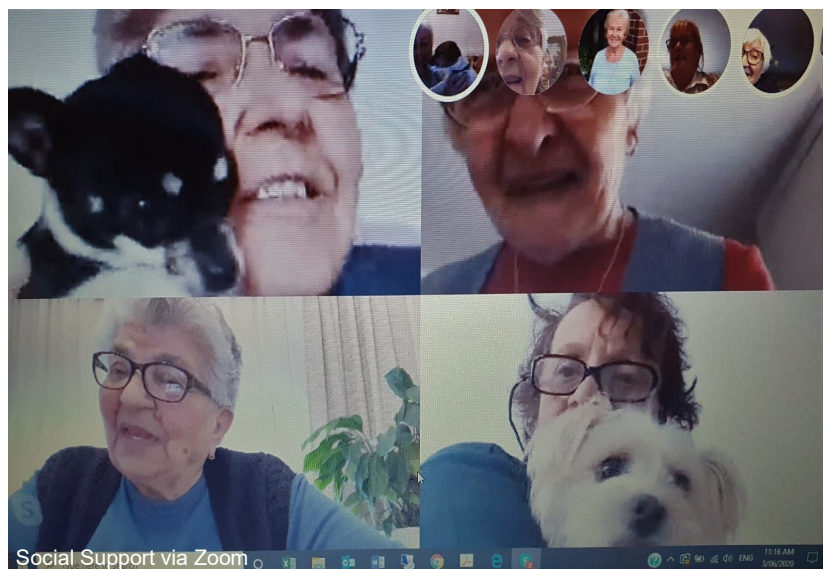
- Group visits to nursing homes
- One on one visits to eligible HCP consumers.

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.

This program required to be revised related to the restrictions imposed by the COVID-19 pandemic.

The revised program involved:

- Visits being converted to phone calls.
- Use of virtual platforms such as Skype and Zoom.



## Feedback



Mum just called me soooooo happy of the achievement :)  
...I haven't heard her so happy in a long time. I'll be able to assist with call if need.  
...I wanted her to join in on Bingo game too.

*Susie, Zora Perak's daughter*



# Social Support Groups

**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 them active, engaged and reduce their social isolation. The activities in the groups across the Northern, Western and Southern region continued as planned with participants taking part in the men's shed, crafts sessions, gentle exercise program, movie day and 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 scarf making, box and candle decorations, resin art and colouring Easter eggs.

Information sessions covered topics on nutrition, aged care rights, recycling, heat wave safety, elder abuse, dementia and Centrelink. Healthy Ageing Expo 2020, a half day event, organized by ACCS and supported by Brimbank City Council, involved showcasing various service providers of interest to our elderly people.

Different activities were organized to mark and celebrate special days such as International Friendship Day, Father's Day, Valentine's and Christmas Day. In addition, we organized excursions for different groups to visit some of the iconic Melbourne and Victorian attractions such as:

- Puffing Billy
- Royal Botanic Gardens, Cranbourne
- Yarra Valley Chocolate and Ice Cream factory
- Healesville Sanctuary
- Williamstown Ferry Cruise
- Arthurs Seat Eagle, Dromana

- Victoria State Rose Garden, Werribee
- Science Work Museum
- Altona street market
- Melbourne City and Yarra boat trip

We took the opportunity to organise a visit to Keilor retirement village and barbecue picnic at Lysterfield Lake Park. Whilst, to keep the body and mind active, members of social groups were involved in regular yoga, tai chi, light exercise and ball room dancing classes. Many participated in bocce tournament and bowling activities.

Our Bosnian ladies groups under the age of 65, alongside other Bosnian community groups were involved in the making of the Srebrenica flowers and other culturally and religiously appropriate activities.

Due to the COVID-19 pandemic and restrictions being imposed to stop the spread of the virus, SSGs activities had been cancelled on 17<sup>th</sup> of March 2020. After a short period of time re-established, transitioning to over the phone wellbeing checks and virtual online groups using different social platforms such as Viber, Messenger and Zoom. While Australia and the rest of the world entered into an almost complete halt, we were able to keep the SSG alive thanks to the hard work of our group Coordinators, support staff and volunteers who all worked effortlessly to connect our elderly consumers to online sessions. Activities offered online included yoga, light exercise, singing classes, bingo, arts and craft trainings on how to decorate plates and bottles, and informative sessions on health and general wellbeing provided by the GPs. The unthinkable became our new reality and we are happy to report that most of our elderly consumers were able to take part and participate in some of these online activities.



Social Support Group





This would not have been possible without substantial investment in the purchase of IT equipment and individually tailored trainings provided to each of the consumers how to use the equipment. The flexible funding options has allowed for the arrangement of personal monitoring alarm devices for 10 of the most vulnerable group members.

Some consumers were participants of the social support groups just to have a joint meal with their peers and friends. With the government restrictions on social distancing and recommended isolation for elderly persons to reduce the impact of the virus, visits and joint meals were not allowed. Many elderly, including some of our consumers felt locked and isolated in their own homes and needed our support more than ever. To reduce the feeling of isolation and to improve the nutrition of ill and lonely consumers, we started to deliver two meals of traditional Croatian food per fortnight to all interested group members directly to their home address.

First meals were delivered on 1<sup>st</sup> of May 2020 and to the end of June, we have delivered 1,142 meals.

Pictured: Marija Ruzic (94) Playing Bingo Online



# ADULT COMMUNITY EDUCATION

## Croatian Language Classes

**A**ddult Croatian Language classes are self-funded and first began 22 years ago after a high demand and constant enquiries for classes for adults.

This financial year we ran classes in three locations; two in Metropolitan Melbourne (Footscray and Dandenong), and also in Geelong.

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

Teachers Senka Grancieri (Dandenong), Sanja Sokora and Zdravko Rajic (Footscray), Tonci Prusac (Geelong) have a positive teaching approach which is reflected on the students learning. Croatian class attendees are honoured with a graduation at the end of their semester recognising their achievements.

In the financial year 2019/2020, two graduation ceremonies were held to recognise students' achievements. On 24 August 2019, students were presented with certificates after completion of Autumn Semester, and on 12 December 2019, Spring semester students were presented with their certificates.

All ceremonies took place in the offices of the Croatian Consulate General in Melbourne. ACCS sincerely thank the Consul General and other consular staff for their support.

Due to the escalation of public health measures to prevent the spread of coronavirus (COVID-19), in March 2020 we put arrangements in place to ensure our staff can work remotely and teach courses online, via Zoom platform.



Graduation at the Croatian Consulate General, Melbourne





Adult Computer Class, Dandenong

## Computer and Digital Literacy Classes

**A**dult, Community and Further Education (ACFE) provides ACCS with funding to deliver pre-accredited courses in the North Western and South Eastern regions of Victoria.

We are proud to be among over 25 learn local providers that deliver community training. ACCS delivered educational programs (Computers and Digital Literacy) over two sites: Dandenong and St Albans.

### Courses delivered throughout 2019/2020 include:

- Communication and Computers
- Introduction to digital literacy and beyond

### 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, employment opportunities and self-development.

### Rising to the challenge

The Covid-19 pandemic has caused the largest disruption of education systems in history, affecting all countries and continents. In March 2020 we moved from classroom to blended delivery, in order to complete four courses that were running at the time. Our blended delivery approach was online learning via Zoom platform and one on one visits, where safe, to students who found it challenging to connect.

# FINANCIAL REPORT

## DIRECTORS' REPORT

Your directors present this report on the entity for the financial year ended 30 June 2020. In order to comply with the provisions of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act), the directors report as follows:

The entity has transferred its registration from an Incorporated Association to a company limited by guarantee with the Australian Securities and Investments Commission effective from the 23<sup>rd</sup> January 2019.

### Directors

The names of each person who has been a director during the year (from the 23<sup>rd</sup> January 2019 and to the date of this report) are:

■ Jenny Matic	■ Michael Pernar
■ Dr Miro Ljubcic	■ Ecija Fiamengo (until November 2019)
■ Slavko Bilos	■ Steven Milicevic (from February 2020)
■ Boris Jakovac	■ Meredith Adams (from February 2020)
■ Amanda Jakovac	

Directors have been in office since the date of incorporation (23<sup>rd</sup> January 2019). The President's role was assumed by Ms Jenny Matic.

### Company Secretary

The following persons held the position of entity secretary during the financial year:

Franci Buljat was appointed as Secretary on 23<sup>rd</sup> January 2019 and continues in that role as at the date of this report.

### Principal Activities

The principal activity of the entity 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 entity's activity occurred during the financial year.

### Operating Results

During the year, the entity 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 \$665,549 (2019 \$299,652).

### Review of Operations



ACCS receives majority of its funding through Commonwealth and State Grants. The nature of those grants drives the operation of the Entity.



## DIRECTORS' REPORT

### PROGRESS ON OUR STRATEGIC PRIORITIES

Goal 1: Grow in Size, Reputation and Recognition	2019-20 Target	2019-20 Actual	✓ ✗
Number of in home care recipients (Home Care Packages)	≤ 236	261	✓
Number of basic support services recipients through CHSP program	≤ 61	64	✓
Number of Men's Group participants	11	11	✓
Number of activity group participants	≤ 91	117	✓
Total number of recipients of care and participants in our programs	399	453	✓
Number of volunteers supporting our services	35	36	✓
Number of students - Croatian language classes	≤ 115	91	✗
Number of students - computer classes	≤ 45	45	✓
Number of third party endorsement applications completed	≤ 2	2	✓
% of Consumers satisfied or very satisfied with our services	≤ 95	98%	✓
Number of social capital building activities	≤ 6	6	✓
Number of website visits	≤ 5,500	5,786	✓
Number of digital advertising impressions	≤ 200	216	✓
Number of radio sessions/ mentions	≤ 30	42	✓
Number of print media impressions	≤ 20	28	✓
% of staff vehicles with access to ACCS magnetic branding	≤ 100	100	✓
Goal 2: Build a Skilful, Agile, Responsive Workforce	2019-20 Target	2019-20 Actual	✓ ✗
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	✓
Develop an annual recruitment strategy, and budget submission for Board consideration.	Prepared	Pepared	✓
By December 2020 - Work with key stakeholders to test viability of Labor Agreements to address significant bi-lingual staff shortage.	n/a	n/a	n/a
By December 2020 - Work with key stakeholders to test viability of alternative training and employment mechanism to facilitate recruitment of bi-lingual staff from overseas.	n/a	n/a	n/a
Bi-lingual direct care workers	100%	100%	✓

<b>Goal 3: Empower Individuals and Advocate for Positive Outcomes</b>	<b>2019-20 Target</b>	<b>2019-20 Actual</b>	 
Number of information sessions about current issues, services and how to access them delivered	2	2	
By 30 June 2020 - Recruitment of Community Liaison Officer	Recruited	Recruited	
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 consumers and the broader community	Met	Met	
<b>Goal 4: Celebrate, Practice and Preserve Culture and Heritage</b>	<b>2019-20 Target</b>	<b>2019-20 Actual</b>	 
Number of celebrations through partnerships delivered	2	2	
Annual Cultural Diversity Week Activities Plan completed	2	2	
Number of planned cultural exhibitions and cultural practice activities.	1	1	
Number of students - Croatian language classes	≤ 115	91	

<b>ABOUT OUR BOARD</b>			
<b>Directors</b>	<b>Qualifications</b>	<b>No. of Meetings Eligible to Attend</b>	<b>No. of Meetings Attended</b>
Mrs. Jenny Matic (Hon. Chairperson)	Bachelor of Science Advanced Diploma in Business (Accountancy) MAICD	5	5
Dr. Miro Ljubicic (Hon. Vice-Chairperson)	Doctor of Business Administration	5	5
Mr. Slavko Bilos (Hon. Treasurer)	Diploma of Financial Planning	5	5
Michael Pernar (Hon. Director)	Diploma of Business	5	4
Mr. Boris Jakovac (Hon. Director)	Diploma of Business Studies (Accounting)	5	4
Mrs. Ecija Flamengo (Hon. Director)		2	0
Ms. Amanda Jakovac (Hon. Director)	Bachelor of Business, Human Resources Management	5	4
Ms. Meredith Adams (Hon. Director)	Associate Diploma of Business in International Trade	2	2
Mr. Steven Milicevic (Hon. Director)	Bachelor of Laws; Bachelor of Arts	2	2




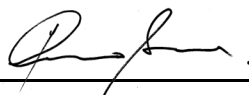
The Entity is registered with the *Australian Charities and Not-for-profits Commission* and is a company limited by guarantee. If the Entity is wound up, the constitution states that each member is required to contribute a maximum of \$ 1.00 towards meeting any outstanding obligations of the Entity. At 30 June 2020, the total amount that members of the Entity are liable to contribute if the Entity is wound up is \$17.00.

#### Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2020 has been received and can be found on page 6 of the financial report.

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

Director  Name Jenny Matic

Director  Name Slavko Bilos

Dated this **5<sup>th</sup> day of November 2020**

#### AUDITOR'S INDEPENDENCE DECLARATION TO THE DIRECTORS OF AUSTRALIAN CROATIAN COMMUNITY SERVICES LTD.

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 audit principal for the audit of the financial report of Australian Croatian Community Services Limited for the year ended 30 June 2020, I declare that, to the best of my knowledge and belief, during the year ended 30 June 2020 there have been:

- i. no contraventions of 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. no contraventions of any applicable code of professional conduct in relation to the audit.

Name of firm: **John Woodward - Chartered Accountant**

Name of principal: John Woodward

Signed by : 

Date: **5<sup>th</sup> day of November 2020**

Address: Level 5, 398 Lonsdale Street, Melbourne Vic. 3000

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE, 2020**

	Note	2020	2019
		\$	\$
<b>REVENUE</b>	2(a)		
Grants Received		3,831,075	2,558,014
Government Covid-19 Cash Flow Boost		62,500	-
Other Income		753,976	738,718
<b>EXPENSES</b>			
Employee Benefits expense		(2,666,054)	(2,295,475)
Consumer expenses		(664,261)	(248,176)
Rent		(61,184)	(56,854)
Computer & IT Support		(64,226)	(51,242)
Bad Debt write off		(11,498)	(17,000)
Depreciation and amortisation expenses		(29,363)	(20,985)
Loss on write -off of assets		(8,643)	-
Doubtful Debts provision movement		-	-
Donations		(44,624)	(1,500)
Other expenses from ordinary activities		(432,149)	(305,848)
Profit/ (Loss) before income tax for the year	3	665,549	299,652
Income tax expense		-	-
Net profit / (loss) for the year		665,549	299,652
Other comprehensive income		-	-
Total other comprehensive income for the year		-	-
Total comprehensive income for the year		665,549	299,652
Total comprehensive income attributable to the members of the entity		665,549	299,652

The accompanying notes form part of these financial statements.



## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE, 2020

	Note	2020	2019
		\$	\$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4(a)	3,055,681	1,993,791
Trade and other receivables	5	154,146	120,835
Other assets	6	18,642	10,994
<b>TOTAL CURRENT ASSETS</b>		<b>3,228,469</b>	<b>2,125,620</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	7	66,138	62,648
Other	6	14,200	9,177
<b>TOTAL NON-CURRENT ASSETS</b>		<b>80,338</b>	<b>71,825</b>
<b>TOTAL ASSETS</b>		<b>3,308,807</b>	<b>2,197,445</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	8	196,887	163,647
Provisions	9	148,081	100,938
Grants and Contributions in advance	10	525,740	185,253
<b>TOTAL CURRENT LIABILITIES</b>		<b>870,708</b>	<b>449,838</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	9	173,004	148,061
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>173,004</b>	<b>148,061</b>
<b>TOTAL LIABILITIES</b>		<b>1,043,712</b>	<b>597,899</b>
<b>NET ASSETS</b>		<b>2,265,095</b>	<b>1,599,546</b>
<b>EQUITY</b>			
Retained earnings		2,265,095	1,599,546
<b>TOTAL EQUITY</b>		<b>2,265,095</b>	<b>1,599,546</b>

The accompanying notes form part of these financial statements.

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30<sup>TH</sup> JUNE, 2020

		Retained Earnings	Total
		\$	\$
<b>Balance at 1 July, 2018</b>		1,299,894	1,299,894
Profit attributable to the entity		299,652	299,652
<b>Balance at 30<sup>th</sup> June, 2019</b>		1,599,546	1,599,546
Profit attributable to the entity		665,549	665,549
<b>Balance at 30<sup>th</sup> June, 2020</b>		2,265,095	2,265,095

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30<sup>TH</sup> JUNE 2020

	Note	2020	2019
		\$	\$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from government and sponsors		4,271,479	2,659,181
Other Income		590,325	785,189
Interest received		13,583	23,266
Payments to suppliers and contractors		(3,772,002)	(2,934,701)
Net cash provided by operating activities	4(b)	1,103,385	532,935
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for property, plant and equipment		(41,495)	(47,733)
Payment for intangible asset		-	-
Net cash used in investing activities		(41,495)	(47,733)
Net Increase in cash held		1,061,890	485,202
Cash at the beginning of the financial year		1,993,791	1,508,589
Cash at the end of the financial year	4(a)	3,055,681	1,993,791

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 Entity 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: *Cash Flow Statements*, AASB 108: *Accounting Policies, Changes in Accounting Estimates and Errors*, AASB 1031: *Materiality* and AASB 1054: *Australian Additional Disclosures*.

#### 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 and brokerage income for the majority of its revenue used to operate its functions.

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

#### Application of New and Revised Accounting Standards

The entity has applied the following new and revised accounting standards in the 2020 financials:

AASB 1058: *Income of Not-for-Profit Entities* (applicable to annual reporting periods beginning on or after 1 January 2019) and AASB 15: *Revenue from Contracts with Customers* (applicable to annual reporting periods beginning on or after 1 January 2019).

A core change of AASB 1058 and AASB 15 is that they shift the focus from a reciprocal/non-reciprocal basis to a basis of assessment that considers the enforceability of a contract and the specificity of performance obligations. AASB 1058 is applicable when an entity receives volunteer services or enters into other transactions where the consideration to acquire the asset is significantly less than the fair value of the asset principally to enable the entity to further its objectives.

#### The significant accounting requirements of AASB 1058 are as follows:

- Income arising from an excess of the initial carrying amount of an asset over the related contributions by owners, increases in liabilities, decreases in assets and revenue should be immediately recognised in profit or loss. For this purpose, the assets, liabilities and revenue are to be measured in accordance with other applicable Standards.
- Liabilities should be recognised for the excess of the initial carrying amount of a financial asset (received in a transfer to enable the Entity to acquire or construct a recognisable non-financial asset that is to be controlled by the Entity) over any related amounts recognised in accordance with the applicable Standards. The liabilities must be amortised to profit or loss as income when the Entity satisfies its obligations under the transfer.
- AASB 15 applies where there is an “enforceable” contract with a customer with “sufficiently specific” performance obligations that results in income being recognised when (or as) the performance obligations are satisfied under AASB 15, as opposed to immediate income recognition under AASB 1058. AASB 15 introduced a five-step approach to revenue recognition that is far more prescriptive than AASB 118: Revenue.



## **Basis of preparation**

AASB 15 and AASB 1058 has been applied by the Entity from their mandatory adoption date of 1 July 2019. The modified transition approach has been chosen, however an assessment of income recognition for the previous indicates there is no accumulated adjustment required to opening retained earnings.

The accounting for the revenue stream "Government grants – operating" is primarily affected by these new Standards.

The income recognition for each grant has been assessed on a high-level basis to determine whether it is enforceable and whether its performance obligations are sufficiently specific. For those grant contracts that are not enforceable or the performance obligations are not sufficiently specific, this will result in immediate income recognition under AASB 1058. Income has otherwise been deferred under AASB 15.

The Entity's government grant revenue for the year ended 30 June 2020 related to incomplete contracts amounts to \$525,740. (Department of Health - Home Care Packages). This revenue will be deferred and recognised as revenue as performance obligations are satisfied.

## **Accounting Policies**

### **Revenue recognition**

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

- Government grants
- Brokerage
- Donations and bequests

### **Government grants, donations and bequests**

AASB 1058.8-10 When the entity 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 entity 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 entity:

- 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).

## Leases

Leases of fixed assets, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the association are classified as finance leases. Finance leases are capitalised, recording an asset and a liability equal to the present value of the minimum lease payments, including any guaranteed residual values. Leased assets are depreciated on a straight line basis over their estimated useful lives where it is likely that the association will obtain ownership of the asset, or over the term of the lease. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for the period. There are no finance leases currently applicable to the Association.

The Company has elected not to adopt new accounting standard AASB 16 Leases in respect of leased premises and equipment leases within these financial statements. AASB16 recognises a lease liability and right-of-use asset for all leases (with the exception of short-term and low-value leases) previously recognised as operating leases under AASB 117: Leases where Association is the lessee. The company has entered into shorter term leases in respect of leased premises with the objective of purchasing suitable premises within the forthcoming financial years. The Company considers the financial effect of non-adoption to be immaterial to these financial statements.

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

## Employee Provisions

### Short-term employee benefits

Provision is made for the Entity'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 Entity 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 Entity 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.

The Entity's obligations for long-term employee benefits are presented as non-current employee provisions in its statement of financial position, except where the Entity 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 Entity 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 Entity 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 Entity 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.

## Property, Plant & Equipment

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

Freehold land and buildings 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.

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, but excluding freehold land, is depreciated on a straight-line basis over the asset's useful life to the entity 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% Diminishing value
Leasehold Improvements	33.33% Diminishing value
Software Licence	33.33% Diminishing value

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.

## Income Tax

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

## Trade and other receivables

### *Recognition and measurement*

Trade and other receivables include amounts due from sponsors for amounts falling due under sponsorship contracts.

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 entity 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 asset's 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 consolidated 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

### *Fair values of cash and cash equivalents*

Due to the short-term nature of the current receivables, their carrying amount approximated to fair value.

## Trade and other payables

### *Recognition and measurement*

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.

### *Fair value of trade and other payables*

Due to the short-term nature of trade and other payables, the carrying value is reflective of fair value.



**NOTE 2: REVENUES**

	2020	2019
	\$	\$
<b>Revenues recognised</b>		
Operating grants and subsidies	3,831,075	2,558,014
Brokerage	507,902	623,586
Interest received	13,583	23,266
HCP & CHSP fees	73,411	64,874
Government Covid-19 Cash Flow Boost	62,500	-
Other revenue	159,080	56,992
	<b>4,647,551</b>	<b>3,326,732</b>

**NOTE 3: PROFIT BEFORE INCOME TAX**

	2020	2019
	\$	\$

The following significant revenue and expenditure items are relevant in explaining the financial performance:

**Expenses**

Remuneration of auditor	8,550	7,850
Bad Debt Write off	11,498	17,000
Program expenses	53,425	57,293
Consumer services Expenses	664,261	248,176
	<b>737,734</b>	<b>330,319</b>

**NOTE 4: CASH AND CASH EQUIVALENTS**

	2020	2019
	\$	\$

**Cash and cash equivalents**

Cash At Bank – Business Cheque Account	384,579	35,666
Cash at bank – Business Online Saver Account	632	8,642
Cash at bank – High Interest Account	2,635,980	1,932,017
Cash at bank – Cash Management Account	30,427	6,410
Petty Cash and Paypal Account	4,063	11,056
	<b>3,055,681</b>	<b>1,993,791</b>

**Reconciliation of cash**

Cash and cash equivalents	3,055,681	1,993,791
Bank overdrafts	-	-
	<b>3,055,681</b>	<b>1,993,791</b>

NOTE 4: CASH AND CASH EQUIVALENTS			
		2020	2019
		\$	\$
<b>(b) Reconciliation of cash flow from operations with profit after income tax</b>			
Profit / (Loss) after income tax			
Non-cash flows in profit		665,549	299,652
Depreciation and amortisation		29,363	20,985
Loss on write-off of assets		8,643	-
Doubtful Debts provision		-	-
Changes in assets and liabilities			
(Increase)/decrease in receivables		(33,311)	31,137
(Increase)/Decrease in prepayments and other assets		(12,671)	(7,426)
Increase/(decrease) in unexpended grants		342,270	102,308
Increase/(Decrease) in trade and other payables		33,239	27,363
Increase/(Decrease) in provisions		70,303	58,916
Cash flows provided/(used in) by operating activities		1,103,385	532,935

NOTE 5: TRADE AND OTHER RECEIVABLES			
		2020	2019
		\$	\$
<b>CURRENT</b>			
Trade Debtors		96,646	125,835
Less – Provision for Doubtful Debts		(5,000)	(5,000)
Sundry Debtor – Cash Boost Grant		62,500	-
Total current trade and other receivables		154,146	120,835

NOTE 6: OTHER ASSETS			
		2020	2019
		\$	\$
<b>CURRENT</b>			
Prepaid expenses		15,415	10,994
Security Bonds		3,227	-
		18,642	10,994
<b>NON CURRENT</b>			
Security Bonds		14,200	9,177

**NOTE 7: PROPERTY, PLANT AND EQUIPMENT**

	2020	2019
	\$	\$
PLANT AND EQUIPMENT		
Office Furniture and equipment		
At cost	62,654	98,490
Less accumulated depreciation	(27,280)	(56,861)
	35,374	41,629
Leasehold Improvements		
At cost	42,876	73,245
Less accumulated depreciation	(13,937)	(54,962)
	28,939	18,283
Software Licence costs		
At cost	14,159	14,159
Less accumulated depreciation	(12,334)	(11,423)
	1,825	2,736
Website Development		
At cost	3,200	3,200
Less Accumulated Depreciation	(3,200)	(3,200)
	-	-
Total Property, Plant and Equipment	66,138	62,648

**NOTE 8: TRADE AND OTHER PAYABLES**

	2020	2019
	\$	\$
Sundry Creditors and accruals	149,469	95,133
Amounts payable to Australian Taxation Office (GST & PAYGW)	47,418	68,514
	196,887	163,647

**NOTE 9: PROVISIONS**

	2020	2019
	\$	\$
CURRENT		
Employee benefits – Annual Leave	148,081	100,938
NON CURRENT		
Employee benefits – Long Service Leave	173,004	148,061
Aggregate employee benefits liability	321,085	248,999



## NOTE 10: GRANTS & CONTRIBUTIONS IN ADVANCE

	2020	2019
	\$	\$
CURRENT		
Home Care Package (HCP) Consumer Funds unexpended	525,740	185,253

## NOTE 11: CAPITAL AND LEASING COMMITMENTS

### a) Operating lease commitments

Non-cancellable operating leases (leases of premises)  
contracted for but not capitalised in the financial statements

Payable – minimum lease payments

- Not longer than one year	49,407	34,325
- Between 12 months and 5 years	60,500	16,133
- Greater than 5 years	-	-
Total lease commitments (GST Inclusive)	109,907	50,458

ACCS moved into new premises at 1/51 Hopkins St, Footscray during the year.

The new lease commenced on the 27th April 2020 and is for a term of 3 years expiring on the 26<sup>th</sup> April 2023. An option exists for 2 further terms of 3 years each.

Rent payable per month is \$ 2,750.00 (GST inclusive).

A new lease for Suite 3, 57 Robinson Street, Dandenong was signed for a term of 2 years commencing on the 8<sup>th</sup> February 2019 and expiring on the 7<sup>th</sup> February 2021. There is a further option for another 2 year term. Rent payable per month is \$ 2,050.95 (GST Inclusive).

## NOTE 12: ENTITY DETAILS

The registered office of the company is:

Australian Croatian Community Services Ltd.  
1/51 Hopkins Street Footscray VIC 3011

## NOTE 13: MEMBERS' GUARANTEE

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

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

At 30 June 2020, the number of members was 17.

## NOTE 14: SUBSEQUENT EVENTS

By late 2019, a limited number of cases of an unknown virus had been reported to the World Health Organisation. Following the subsequent spread of the virus, on 11 March 2020 the World Health Organisation declared the COVID-19 outbreak to be a pandemic.

As the COVID-19 virus was identified in March 2020, the figures in the financial statements as at 30 June 2020 reflect the conditions known as at 30 June 2020 which factor in the initial effects of COVID-19, including the impact of the closure of the company's premises and resulting restricted activities.

However, as the virus is ongoing as at the date of this report, it is also considered to be a significant event continuing to occur after the reporting period.

As such, management will continue to consider the potential implications of coronavirus, which includes disruptions to the organisations operations and slowing of services, given changes in consumer's circumstances. This will likely have a significant impact on overall revenues for the 2021 financial year. Management expects this to return to normalised levels in the short-to-medium term. However, the coronavirus is unprecedented and as such the company will pay close attention to the development of the situation and will continue to assess its impact on operations.

Since the balance date, increased levels of community transmission of COVID-19 across Victoria has seen increased restrictions put in place for the State. During this time, the company has continued to operate however, not in the same manner, or to the same extent, as historically. More broadly the impact of these restrictions has resulted in reduced service delivery.

The pandemic has had some financial and operational impacts during, and since, the period reported within these financial statements, however funding from government (grants and subsidies) has largely been unaffected. The entity being an eligible entity has received Government Cash boost grants up to and post 30<sup>th</sup> June 2020. These financials reflect the effect of this Federal government support for the year ended 30<sup>th</sup> June 2020.

Due to the significant uncertainty surrounding the future impacts of the pandemic on the local and international economies, it is not possible to estimate the full impact of the COVID-19 pandemic on operations or financial results at the time of signing.

Management, and those charged with governance, will continue to monitor the financial and non-financial impacts of the pandemic on operations, and will put in place various mitigation strategies in response to any changes.

These financial statements have been prepared based upon conditions in place at the balance date, and events that have occurred since the balance date to the time of signing. As the major impact of pandemic related events occurred after the balance date, and are not evidence of conditions in place at the balance date, no adjustments have been made to these financial statements as a direct result of pandemic related subsequent events.

Management, and those charged with governance, have considered results to the date of signing, forward forecasts and cashflow budgets, and believe the company will continue to be able to pay its debts as and when they become payable, despite the impacts of COVID-19 on the broader economy, for a period of twelve months from the date of this report. However, should further restrictions on operations be implemented (or current restrictions further extended) by the State Government, this could alter this position and view.

No other matters or circumstances have arisen between the end of the financial period, and the date of this report, which have directly, significantly affected or may significantly affect the operations of the association, the results of those operations or the state of affairs of the association in future financial years.

## DIRECTORS' DECLARATION

In accordance with a resolution of the directors of Australian Croatian Community Services Limited, the directors of the Registered Entity declare that, in the directors' opinion:

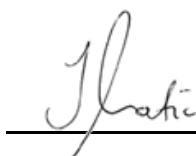
The financial statements and notes, as set out on pages 6 to 22, satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and:

- a. comply with Australian Accounting Standards applicable to the Entity; and
- b. give a true and fair view of the financial position of the Registered Entity as at 30 June 2020 and of its performance for the year ended on that date.

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

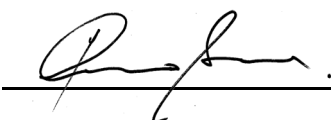
This declaration is signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Director



Name: Jenny Matic

Director



Name: Slavko Bilos

Dated this 5<sup>th</sup> day of November 2020

## Opinion

I have audited the financial report of Australian Croatian Community Services Ltd. (the registered entity), which comprises the statement of financial position as at 30 June 2020, 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, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In my opinion, the accompanying financial report of Australian Croatian Community Services Ltd. is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) including:

- (i) giving a true and fair view of the company's financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- (ii) 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

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. I am independent of the company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the directors of the registered entity, would be in the same terms if given to the directors as at the time of this auditor's report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

## Emphasis of Matter – Basis of Accounting

I 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 Registered Entity's financial reporting responsibilities under the *ACNC Act*. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

## 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 and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *ACNC Act* and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the registered entities ability 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 entity or to cease operations, or have no realistic alternative but to do so.



## AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL REPORT

My 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, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

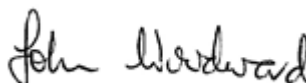
- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material 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 company'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 company's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the company 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.

I 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 I identify during my audit.

Name of firm: **John Woodward - Chartered Accountant**

Name of principal: John Woodward

Signed by:

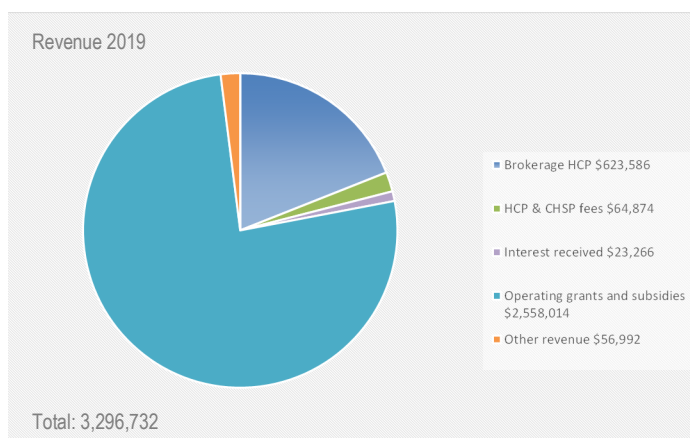
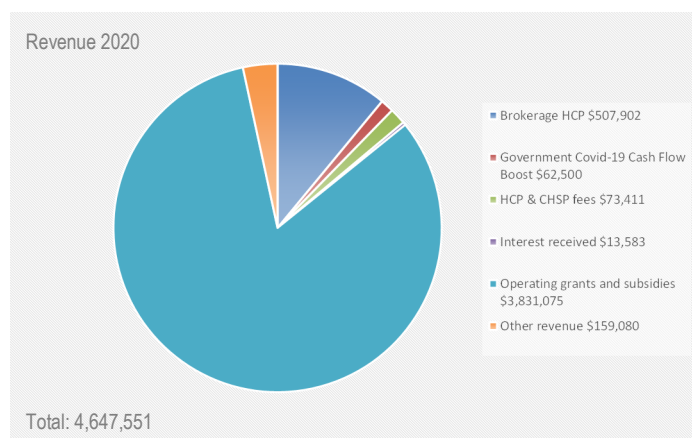


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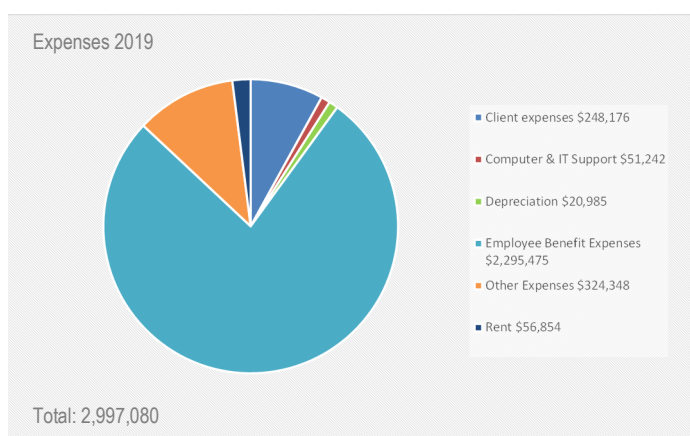
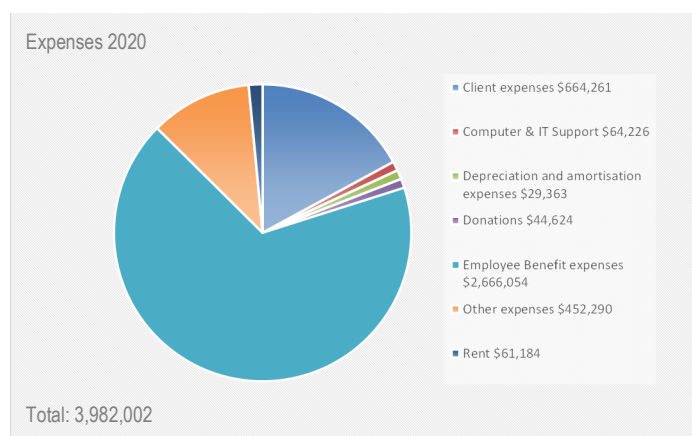
Dated this **5<sup>th</sup>** day of **November 2020**

# Finances in a Snapshot

## ACCS REVENUE 2019/2020



## ACCS OPERATING EXPENSES 2019/2020



## BALANCE SHEET

	2020	2019
<b>Assets</b>		
Current Assets	\$3,228,469	\$2,125,620
Non-current Assets	\$80,338	\$71,825
<b>Total Assets</b>	<b>\$3,308,807</b>	<b>\$2,197,445</b>
<b>Liabilities</b>		
Current Liabilities	\$870,708	\$449,838
Non-current Liabilities	\$173,004	\$148,061
<b>Total Liabilities</b>	<b>\$1,043,712</b>	<b>\$597,899</b>
<b>Total Equity</b>	<b>\$2,265,095</b>	<b>\$1,599,546</b>

# Acknowledgements

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Australian Croatian Community Services wish to sincerely thank our Board of Directors, staff, volunteers, funders, councils, trusts and foundations, for their financial and other support to our programs in 2019/2020:

- Department of Health
- Department of Health and Human Services
- Department of Education and Training
- City of Casey
- Brimbank City Council
- Geelong Community Foundation
- Learn Local
- Dandenong City Soccer Club
- Croatian Catholic Centre “St Anthony”.

The Board of Directors, the CEO and staff would like to thank the individuals and organisations that have kindly made donations to the organisation during the 2019/2020 financial year.



Free Call 1800 953 963  
Facebook/Australian Croatian Community Services  
[www.youtube.com/AustralianCroatianCommunityServices](http://www.youtube.com/AustralianCroatianCommunityServices)  
[support@accs.asn.au](mailto:support@accs.asn.au)  
[www.accs.asn.au](http://www.accs.asn.au)

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