

Annual Report 2019



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ABOUT THE COMPANY

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.

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.

VALUES

Our values guide our behaviour and work practices as we strive to enhance the lives of individuals and families; strengthen community wellbeing; and preserve our cultural heritage.

We value diversity and multiculturalism

- We know that Victorians come from more than 200 countries, speak 260 languages and dialects, and follow 135 religious faiths.
 - Our company founders came from one of the 200 countries, speaks one of the 260 languages, and follows one of the 135 religious faiths.
 - We instinctively recognise and value multiculturalism as the migration experience thread binds us in a very special way to many in the community.
 - We recognise and value people's diversity, equality and human rights. We deliver high quality services to individuals and families regardless of cultural heritage, age or sexual orientation.
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We care for people, families and communities

- We support and empower people through our work.
 - We involve people in decisions that affect their lives.
 - We appreciate the importance of culturally appropriate services, as they relate to quality of life, and strive to provide these through our work.
 - We advocate on behalf of individuals, families and communities through our work.
-

We are respectful, collaborative and ethical

- We treat people with fairness, objectivity, and courtesy.
 - We are inclusive and seek people's input and involvement.
 - We exist to assist, not to make profits for shareholders.
-

We have integrity and are accountable

- We are professional and transparent in all our dealings.
 - We do what we say we will do.
 - We are honest and trustworthy.
-

OUR GUIDING PRINCIPLE

Your Needs – Our Services
Culturally tailored.

MESSAGE FROM CHAIRPERSON AND THE CEO



It is our great pleasure to welcome you to ACCS 2018/2019 Annual Report.

This year we achieved tremendous results and faced many challenges. Aged Care Sector has continued to change and evolve, enabling elderly people to access more responsive and person-centered services.

ACCS undertook a range of program and organisational processes reviews, in preparation for the ever changing landscape of the Aged Care. Whilst it is recognised this work is essential to meet the future directions of the sector, it must also be acknowledged that the challenges and impact for staff were significant.

STRATEGIC PLANNING

Three Year Strategic Planning Session was held in October 2018. ACCS has reviewed its vision, mission and values and set out new goals;

- Grow in Size, Reputation and Recognition
- Build a Skilful, Agile, Responsive Workforce
- Empower Individuals and Advocate for Positive Outcome
- Celebrate, Practice and Preserve Culture and Heritage

NEW LEGAL STATUS

At the Annual General Meeting, held on 27 November 2018, members unanimously supported the motion that ACCS becomes a company limited by guarantee – in its legal entity. The conversion required ACCS to adopt a new constitution in place of its existing rules. The revised

purposes have been developed in recognition of the ACCS history but also look to the future.

PROGRAMS AND ORGANISATIONAL RESTRUCTURE

Extensive restructuring processes took place between January and June 2019. Group and individual meetings were held and staff provided valuable insight into Roles and Skills Matrix, their roles strengths and weaknesses and options forward. Leading workplace relations specialists were engaged to assist with expert advice, documentation and solutions across restructuring process.

ACCS is now structured around three service delivery groups, plus support staff;

- Comprehensive Support at Home Programs (Home Care Packages, Brokerage Services, Private In Home Care).
- Basic Home and Community Support Programs (Social Support for Individual and Groups, Transport, Domestic Assistance, Community Visits to homes and aged care facilities).
- Adult Education Programs (Computer and Literacy Classes – pre-accredited and Croatian Language Classes).

GROWTH

This reporting period has been about strengthening ACCS' foundations to ensure we will continue to service the future care and support services of Croatian and broader community. Our funded programs operated at full capacity. A major highlight was seeing the huge uptake of our Home Care

Packages and the demand for our tailored community services. ACCS was successful in securing another two year extension of Community Visitors Scheme Program, with added region to service – Barwon South West. Our community engagement in Geelong area will be further strengthened by new grant received by Geelong Community Foundation.

INFORMATION PROVISION

Making consumer information and education more effective requires understanding of the strengths and weaknesses of information strategies. ACCS recognised the need to assist elderly members of the community and their families navigate aged care and health systems and understand support services available to them. For this reason and we held Healthy Aging Expo and four information sessions, featuring health professionals, peak bodies and community members, and attracting around 700 participants.

ACKNOWLEDGEMENT

We hereby acknowledge and thank the government federal and state departments, local councils and charitable trusts, who have provided ACCS with crucial funding.

GRATITUDE

This year ACCS' annual report truly reflects the incredible work undertaken by our Board of Directors, staff and volunteers across our footprint working in line with our strategic direction, values and vision. We continue to be inspired by the courage and determination of those we support, their stories and the challenges they face in pursuit of a positive future.



Jenny Matic,
Chairperson



Franci Buljat, CEO



TREASURER'S REPORT



”

It is my pleasure to report to the members the state of ACCS finances in 2018/2019.

Income for the 2018/2019 financial year was \$3,296,732 which represents continued growth compared with income of \$2,813,925 for the previous 2017/2018 financial year.

Expenditure for the 2018/2019 period was \$2,997,080, leaving a surplus of \$299,652. Income was once again generated mostly in our three key service areas – Home Care Packages Program (\$1,810,847 or 55%) Brokerage Services (\$623,586 or 19%) and Commonwealth Home Support Program (\$546,887 or 17 %).

\$2,295,475 or 77 % of expenditure was on staffing, an investment which pays dividends for our members in terms of service delivery. The remaining \$701,605 was on operational costs such as program and client 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.

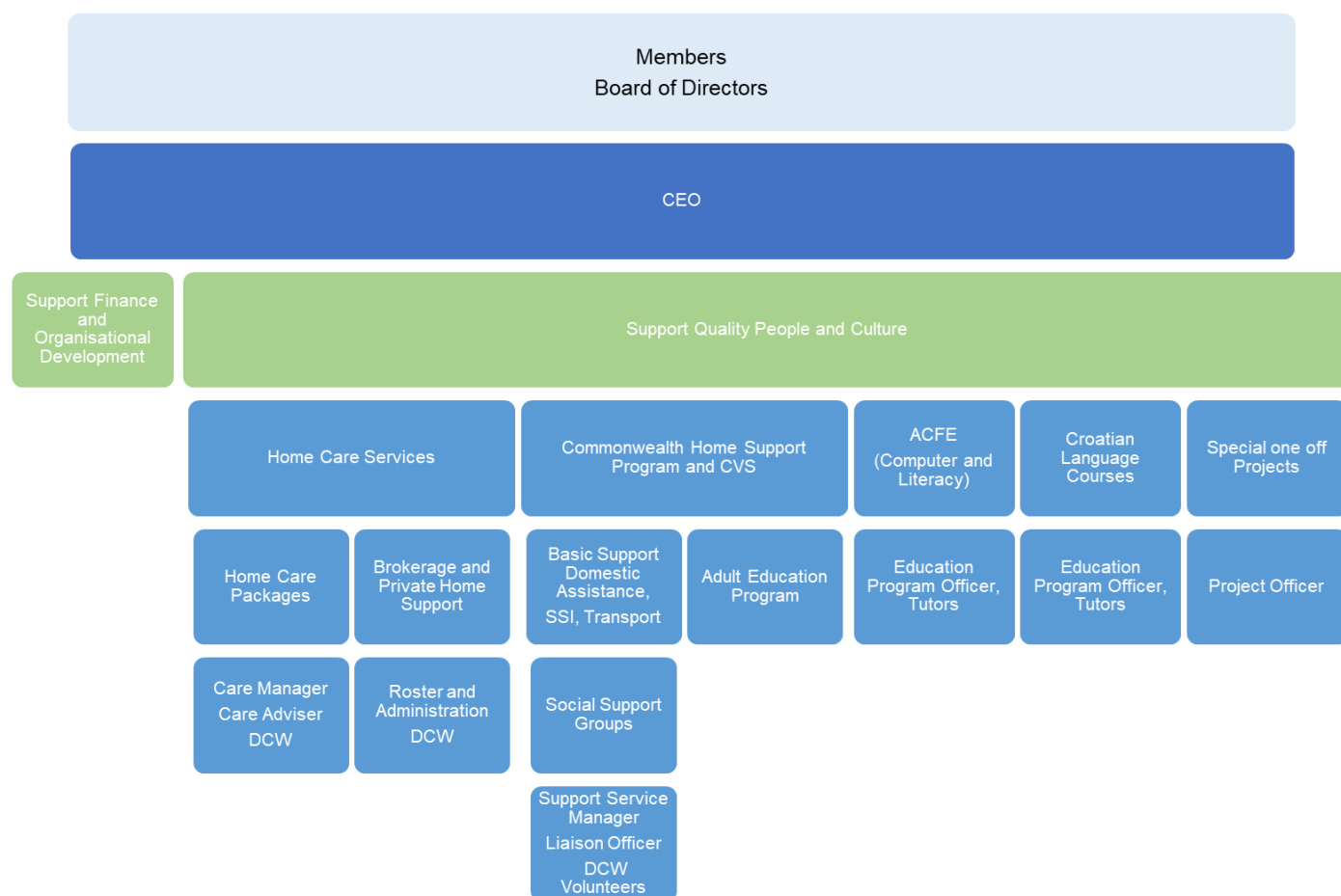
I would also like to express thanks to our auditors, John Woodward, Chartered Accountant, and the members of ACCS Board of Directors, for their services and feedback.

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.

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

Slavko Bilos, Treasurer

OUR STRUCTURE



SENIOR MANAGEMENT AND SUPPORT TEAM IN 2018/2019

CEO - Franci Buljat

Finance and Organisational Development

Finance and Organisational Development - Senka Grancieri

Support Quality People and Culture - Visnja Marincel

Aged Care Services

Comprehensive Support at Home

Senior Care Manager - Marina Rozic

Care Manager - Marijana Roden

Care Manager - Rebeka Cerin

Care Manager - Gordana Kranjec

Care and Services Adviser - Silvana Petric

Rostering and Service Administration - Vera Paleka

Rostering and Service Administration - Carla Grancieri

Community Liaison Officer - Stefani Rabar

Casual and Part Time Direct Care Workers

Entry Level Support at Home and in the Community

Support Services Manager - Lily Silic

Community Liaison Officer - Danijela Dabo

Community Liaison Officer - Senada Ekic

Community Liaison Officer - Biljana Barisic

Community Liaison Officer - Darko Kotevski

Social Support Group Assistant - Silvija Barisic

Social Support Group Assistant - Rosie Jurina

Social Support Group Assistant - Vladimir

Jakopanetz

Social Support Group, Cook - Ljiljana Goja

Social Support Group, Cook - Bozenka Kopriva

Volunteers

Education Services

Coordinator - Rosie Jurina

Sessional Tutor - Darko Kotevski

Sessional Tutor - Sanja Sokora

Sessional Tutor - Zdravko Rajic

Sessional Tutor - Senka Grancieri

WHAT SERVICES WE DO

Home Care Packages

Australian Croatian Community Services (ACCS) offers Home Care Packages (HCP) across North-West, South-East and Geelong Regions.

Our Care Management Team is committed to providing high quality of care and services to our elderly, in their own homes, ensuring their comfort, safety and wellbeing is maintained. Our consumers are encouraged and empowered by our Care Management Team and Direct Care Workers to make choices about their care needs and services, ensuring that they continue to enjoy life in their own homes and within their community. ACCS provides individualised and flexible services to our consumers through regular reviews, regarding their individualised care plan goals, needs and preferences.

We provide a variety of care and services to our elderly, within the Croatian and other communities, who can no longer manage to do so independently, related to a range of reasons including age, disability and dementia. Some of these services include, but are not limited to:

- Personal Care
- Domestic Assistance
- Transport
- Meal Preparation
- Gardening
- Home Maintenance
- Social Support

Over the last 12 months the number of Home Care Packages has increased from 83 in 2017/2018 to 128 in 2018/2019. As a result of increased Home Care Packages we have employed two (2) new Care Managers covering all 3 regions and five (5) new Direct Care Workers to assist, support and care for our consumer care and service needs.

16,299 hours of care and services were provided to our 128 consumers on the Home Care Package Program.



Workforce Development



DCWs Certificate IV in Ageing Support Graduation – Croatian House, Katarina Zrinski Restaurant

As an approved provider ACCS ensures that the Direct Care Workers are appropriately skilled, qualified, trained and meet the police check requirements, under the Aged Care Act 1997 legislation.

ACCS has 33 experienced and skilled bilingual direct care workers (DCWs) delivering a range of services including general housekeeping, personal care activities and tasks, respite and transport services to appointments and activities, cooking and meal preparation.

All duties are performed according to ACCS Policy and Procedures, at all times. DCWs deliver appropriate care according to the individual and personalised care plan. DCWs are required to report any incidents according to ACCS WHS procedures, monitor and report on consumers' condition to their Care Managers.

All DCWs possess minimum Certificate III in Aged Care, Current Level 2 First Aid Certificate, Satisfactory Police Check, Current Australian Driver's License with registered vehicle and comprehensive car insurance.

In 2018/19, 16 Direct Care Workers took the opportunity to up-skill to Certificate IV in Aging Support, through our Partnered Training Organisation, BRITE Institute.

ACCS is committed to strengthening our workforce by providing a safe, culturally inclusive environment, including up to date training, enabling staff to provide our consumers with high quality care. Training over the past year has focused on preparing for the new Aged Care Quality Standards. Some of the other trainings include: Effectively Managing the Impact of Aggressive Behaviours, Manual Handling, Infection Control, Falls Prevention, First Aid/CPR and Computer Applications.

As a part of continuous improvement, the Mobile Workers Application was purchased, enabling DCWs to remotely access Rostered Services and linked Care Plan details with office based support.

Improving the safety, mental health and wellbeing of our workers has also been a key focus throughout the year. Employee Assistance Program with LifeWorks by Morneau Shepell were offered to our staff and DCWs to access free, professional and confidential support and assistance with particular issues affecting their well-being.

A switch from casual to permanent part time position was introduced to our existing casual Direct Care Workers to promote continuity of care and services to our clients and regular hours for our staff.

In the past financial year our support workers have delivered 30,244 hours of service and travelled 34,588 kilometres.



"Since I have been receiving assistance and support through my home care package program, I feel my confidence and independence has increased with the staff by my side. Prior to the assistance and support I lost all motivation as I was unable to care for myself and my home as I wanted to, thank you ACCS" Rajka stated.

Pictured: Ermina Cicak and Rajka Koncurat

Our Stories

Petar Mrkogaca is one of our Home Care Package consumers residing in Geelong.

Petar enjoys his care and services that he receives from our Direct Care Workers at ACCS and appreciates the fact that they are Croatian speaking.

Growing up, Petar always had a love of art and painting. Petar worked at Ford in Geelong and after a workplace accident he had to learn how to do everything with his left hand, including painting.

Petar started painting 20 years ago; he has converted his garage into an art studio. He paints by using the "na mreži" (grid) method.

He has painted lots of wonderful paintings including his favourite painting, the amphitheatre in Pula. Petar donated this painting of Pula to ACCS, and it is now on display at our office in Footscray.



Petar has also painted his garage door with a picture of Dubrovnik.

Rajka Koncurat is an 90-year-old who loves gardening, cooking and going out.

However, these activities became a significant struggle as her mobility slowly weakened due to osteoporosis.

Rajka wanted to continue living on her own and do activities that she enjoyed, as a result she made contact with the Australian Croatian Community Services 10 years ago to request support and assistance.

ACCS Direct Care Worker's Ermina and Bernarda began to assist Rajka routinely on a weekly basis.

When cooking and cleaning became more challenging, Rajka moved to live with her niece Maria and her young family.

With the assistance and support through ACCS, Rajka is able to continue to live at home and communicate in her own Croatian language and do activities that provide her with happiness.

Smiljana and Ivica are Croatian couple with two sons, one of whom lives with them and provides support when required.

Both Ivica and Smiljana are on Home Care Packages receiving different services and care that meet their individual goals, needs and preferences.

Smiljana and Ivica attend different Social Support Groups each week, this assists them to feel part of their community as they cannot get out much due to their medical condition.

Ivica attends a social group weekly, his favourite activity in the group is playing cards.

Ivica has said: *"Going to the social groups has helped me become a bit more social and gets me out of the house. This is important to me so that I am able to focus on positive thoughts and interact with others".*

Smiljana attends women's social support group on Fridays, Smiljana stated: *"The coordinator is fantastic*

and she helps us with everything, everyone in the group is like her second family."

Besides attending Social Support Groups, Smiljana and Ivica also have meal preparation and domestic assistance services through ACCS.

Smiljana and Ivica stated, *"Having a Direct Care Worker come to our home to help with cleaning and cooking on a weekly basis is of great help. Love the fact we have the same DCW who attends on a regularly basis, who has got to know us and we got to know her, she is very understanding and caring".*

Ivica and Smiljana reported they are very grateful that both Care Managers come to visit and check on their progress as they feel that someone cares.

They believe the staff that work with the elderly through ACCS are special, caring and very passionate and this is seen through the tasks they undertake and complete.

Brokerage and Private Care Services

Brokerage services are provided to consumers in the North West and South East Regions through our partnered agencies.

Brokerage care and services include:

- Personal care
- Domestic Services

- Transport
- Meal Preparation
- Respite Care.

Brokerage services are provided to various consumers with different languages and cultures. All our Direct Care Workers speak both Croatian and

All our Direct Care Workers do a fantastic job every day improving quality of life of elderly people in need.



English, and some also speak Hungarian and Macedonian.

Through on-going training and up skilling of our Direct Care Workers, our partner agencies continue to refer new consumers to ACCS ensuring highest quality of care and services are provided to these consumers.

It needs to be mentioned, that some of the consumers were so impressed with the care and services provided by ACCS Direct Care Workers that they have transferred their Home Care Packages across to ACCS.

Over the last year we have had several consumers who have requested care and services privately. These consumers have either been waiting for a Home Care Package to be allocated to them, or are not eligible for a subsidised package, yet they require support and assistance to be able to continue to live in their own home safely and comfortably. They have been able to achieve this goal with support and assistance through ACCS 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
- Uniting Life Assist
- Western Health
- Gen U Karingal St Laurence



ENTRY SERVICES AT HOME AND COMMUNITY



Commonwealth Home Support Program and HACCyp

Commonwealth Home Support Program (CHSP) provides a range of entry-level aged care services to the elderly within the Croatian Community who need support and assistance to keep living independently at home and within their community.

The program also caters for people under 65 years of age with disabilities and medical condition, who require support and assistance.

Community Support Services delivered through ACCS include:

- Social Support and Planned Activity Groups
- Domestic Assistance
- Volunteer visits – volunteer transport
- Community Visitors Scheme Program

We are actively running 8 groups across the Northern, Western and Southern regions.

We have continued with our regular activities that everyone loves, and we saw our participants taking part in the men's shed, the book club, gentle exercise program or a movie session.



Social Support and Planned Activity Groups

It is great to report that our groups were very busy putting their crafting skills to the test by completing various activities, or utilizing their exploring skills whilst discovering new interesting facts about the places they visited.

Some of the activities and outings included: Positive ageing forum and the Biggest Morning Tea. The Biggest Morning Tea participants collected \$1500 that was donated to the Cancer Council Victoria.

Our educational sessions focused on health and wellbeing such as nutrition - a simple way to eat a healthy diet.

Other events included:

- Mother's Day
- Father's Day
- Christmas lunch: Croatian Catholic Centre Sunshine
- Valentine's Day

- Bocce Tournament
- Maskare Party

Participants in the Social Support Groups visited the following destinations over the last 12 months:

- Horvat Winery, Landsborough
- Sovereign Hill, Ballarat
- Blue Water Lotus Garden, Yarra Junction
- Rye
- Cruise along Yarra River
- TaPinu Shrine
- Phillip Island - Chocolate Factory



When and Where we Meet

Monday	Bundoora Ladies Group St Albans Mixed Group Casey Men's Group
Tuesday	Endeavour Hills Mixed Group
Wednesday	Epping Men's Group
Thursday	Deer Park - Bosnian Ladies HACC Group
Friday	Footscray Mixed Group Endeavour Hills Ladies Group

TaPinu Shrine



Social Support Individual and Transport



These services are delivered across North, West and Southern Metropolitan regions, mainly by our core group of dedicated volunteers within the community.

Our volunteers dedicate their time to provide support and assistance to our elderly consumers in their homes, with regular visits for social support, shopping and escorting to medical and other appointments.

Our consumers appreciate the fact they can communicate with people in their language and who understand their culture and beliefs.

This area of service would not be achievable without our wonderful volunteers – thank you to you all for the services provided up to date and the on-going dedication and passion you continue to provide.



Domestic Assistance



This type of service 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 clients in their home ensuring their environment is safe and well maintained, providing them with 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 result, consumers on the waiting list for this program have been able to commence having these services implemented.

Community Visitor Scheme

This program consists of two areas as follows:

- Group visits to nursing homes
- One on one visits to eligible clients

Volunteers regularly visit Croatian people living in aged care facilities, providing them with opportunity to talk to someone in their own language.

This program expanded since January 2019 whereby our ACCS volunteers commenced visiting people residing in aged care facilities in Barwon South region.

Testimonials



"I love coming to our group, love to meet with other ladies and talk about interesting things and this group gives me a sense of belonging." - *Marija Nikolic*

"Now when I come to my Men's group every Wednesday and have all these interesting activities...I'm just satisfied for the rest of the week. I am not socially isolated anymore and I have also made many new friends." - *Ilija Blazevic*

"I am very happy being a member of our Men's group Casey and finally I feel many benefits from all these various activities for us older people..."

I love Men's Shed activity, information sessions on health and wellbeing and the outings. I feel honoured to have been given the opportunity to speak for the radio 3ZZZ about our Men's group and the enjoyment we share during these groups." - *Robert Teleki*

Community Engagement

Community engagement is a strategic process with the specific purpose of working with identified groups of people to address issues affecting their well-being.

ACCS is committed to engaging with its target community by not only assisting them in receiving pivotal services that will enable them to live safely in the community, but also creating opportunities for better knowledge and understanding of other services and supports in the community.

Healthy Aging Expo and four community information sessions were held in 2018/2019, featuring two major themes:

- Family and Community Support and
- Positive Ageing.

Family and Community Support

Two forums were held within the Croatian Catholic Centres, one in Springvale and one in Sunshine. Presentations featured:

- Access to National Disability Insurance Scheme (NDIS)
- How to deal with depression (Beyond Blue) and
- How to combat bullying (Bully Zero).

Round table panel discussions included a General Practitioner, Psychiatrist, Priest, Carer, Care Recipient and Volunteer. Community in attendance had an opportunity to ask questions and take away written information both in English and Croatian.

Positive Ageing

Two forums held in locations that best suited our audience; in Croatian Catholic Centres in Springvale and Sunshine. Presentations and topics of discussion were tailored to inform and educate our elderly population and their families. The audience had an opportunity to hear from peak industry bodies in support services sector which were as follows:

- Dementia Australia and
- Carers Victoria.

The information session also provided important legal aspects by a lawyer for our elderly people within the community, this included:

- Power of Attorney and
- Wills

Other discussions/information during this forum included home care services and first specific Croatian Aged Care Residential Facility being built in Victoria.

We are pleased to report that we had over 700 participants at the forums. This is a testament of the importance of these events. ACCS will continue to engage and provide information sessions/forums to the community on all levels, ensuring the community has the required resources and information to make choices regarding their well-being, including support and assistance that is available to them to maintain their dignity, respect and independence.



ADULT COMMUNITY EDUCATION

Croatian Language Classes

Adult Croatian Language classes are self-funded and first began 21 years ago after a high demand and constant enquiries for classes for adults.

Today, Croatian Language Classes for adults are held in three locations. We were very proud to report our footprints in Geelong, where we commenced teaching Croatian in April 2019. Footscray and Dandenong remain our locations for Metropolitan Melbourne Area.

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

Teachers 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 2018/2019, three graduation ceremonies were held to recognise students' achievements.

On 13 September 2018, students were presented with certificates after completion of Autumn Semester.

On 6 December 2018, Spring semester students were presented with their certificates and on 16 May 2019 we celebrated Summer semester student's achievements.

All ceremonies took place in the offices of the Croatian Consulate General in Melbourne.

ACCS sincerely thank the Consul General, Vice Consul and other consular staff for their support.





Computer and Digital Literacy Classes

ACCS has been providing further education for adults for over 22 years.

Adult, Community & Further Education (ACFE) provides ACCS with funding to deliver Literacy and Numeracy classes in the North Western and South Eastern regions of Victoria. ACCS delivers educational programs (Computers and Digital Literacy) over three sites: Dandenong, Footscray and St Albans.

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.

Computer classes' attendees were honored with a graduation at the end of their course, as a way of recognizing their achievements. Students took the opportunity to celebrate an eventful and fulfilling year.

Courses delivered throughout 2018/2019 include:

- Communication and Computers
- Introduction to digital literacy and beyond.



FINANCIAL REPORT

For the Year Ended 30 June 2019

DIRECTORS' REPORT

Your directors present this report on the entity for the financial year ended 30 June 2019. 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 23rd January 2019.

Directors

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

Jenny Matic

Dr Miro Ljubicic

Slavko Bilos

Michael Stephen Pernar

Boris Jakovac

Ecija Fiamengo

Amanda Jakovac

Directors have been in office since the date of incorporation (23rd 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 23rd 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 \$299,652 (2018 \$426,992).

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.



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

1. GROW IN SIZE, REPUTATION AND RECOGNITION

PROPORTION OF FUNDING PROVIDED BY/YEAR	2019	2018
Government Grants	99%	97%
Donations	0%	2%
Investments	1%	1%
Proportion Of Funding Spent On/Year	2019	2018
Client Contract And Programs	87%	87%
Administration	13%	12%
Fundraising	0%	1%

GROW IN SIZE	TARGET	ACTUAL	 
Number Of Direct In Home Care Recipients	≤ 110	N/A	N/A
Number Of In Home Care Recipients through Brokerage Services	≤ 126	N/A	N/A
Number Of Basic Support Services Recipients through Chsp Program	≤ 50	N/A	N/A
Number Of Activity Group Participants	≤ 91	N/A	N/A
Number Of Casey Brokerage Chsp Recipients	≤ 11	N/A	N/A
Number Of Students Who Have Undertaken Croatian Language Classes	≤ 115	N/A	N/A
Number Of Students Who Have Undertaken Computer Classes	≤ 45	N/A	N/A
GROW IN REPUTATION			
Number Of Third Party Endorsement Applications Completed	≤ 2	N/A	N/A
% Of Clients Satisfied Or Very Satisfied With Our Services	≤ 95	N/A	N/A
Number Of Social Capital Building Activities	≤ 6	N/A	N/A
GROW IN RECOGNITION			
Number Of Website Visits	≤ 5,500	N/A	N/A
Number Of Digital Advertising Impressions	≤ 200	N/A	N/A
Number Of Radio Sessions/Mentions	≤ 30	N/A	N/A
Number Of Print Media Impressions	≤ 20	N/A	N/A
% Of Staff Vehicles That Have Access To ACCS Magnetic Branding For Doors	≤ 100	N/A	N/A

2. BUILD A SKILFUL, AGILE, RESPONSIVE WORKFORCE

➤ 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 Labor Agreements to address significant bilingual 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.

3. EMPOWER INDIVIDUALS AND ADVOCATE FOR POSITIVE OUTCOMES

➤ Empower Individuals

- Number of information sessions about current issues, services and how to access them delivered 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.

Information on Directors at Balance Date

Jenny Matic Director

Qualifications; Bachelor of Science

Dr Miro Ljubicic Director

Qualifications; Doctor of Business
Administration

Slavko Bilos Director

Qualifications: Diploma of Financial
Planning

Michael Stephen Pernar Director

Qualifications: Diploma of Business

Boris Jakovac Director

Qualifications: Diploma of Business Studies
(Accounting)

Ecija Fiamengo Director

Qualifications

Amanda Jakovac Director

Qualifications: Bachelor of Business, Human
Resources Management

Meetings of Directors

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


Directors Meetings		
	Number eligible to attend	Number attended
Jenny Matic	5	5
Dr Miro Ljubcic	5	5
Slavko Bilos	5	4
Michael Stephen Pernar	5	3
Boris Jakovac	5	2
Ecija Fiamengo	5	2
Amanda Jakovac	5	3

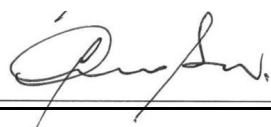
The Entity is registered with the *Australian Charities and Not-for-profits Commission* and is a company limited by guarantee. If the Entity is wound up, the constitution states that each member is required to contribute a maximum of \$ 1.00 towards meeting any outstanding obligations of the Entity. At 30 June 2019, the total amount that members of the Entity are liable to contribute if the Entity is wound up is \$23.00.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2019 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 **24th day of October 2019**

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 2019, I declare that, to the best of my knowledge and belief, during the year ended 30 June 2019 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: 24th day of October, 2019

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

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE, 2019**

	Note	2019	2018
		\$	\$
REVENUE	2(a)		
Grants Received		2,558,014	1,755,168
Other Income		738,718	1,058,757
EXPENSES			
Employee Benefits expense		(2,295,475)	(1,862,621)
Client expenses		(248,176)	(151,870)
Rent		(56,854)	(54,908)
Computer & IT Support		(51,242)	(51,311)
Bad Debt write off		(17,000)	-
Depreciation and amortisation expenses		(20,985)	(16,213)
Doubtful Debts provision movement		-	(3,803)
Donations		(1,500)	(41,845)
Other expenses from ordinary activities		(305,848)	(204,360)
Profit/ (Loss) before income tax for the year	3	299,652	426,994
Income tax expense		-	-
Net profit / (loss) for the year		299,652	426,994
Other comprehensive income		-	-
Total other comprehensive income for the year		-	-
Total comprehensive income for the year		299,652	426,994
Total comprehensive income attributable to the members of the entity		299,652	426,994

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE, 2019

	Note	2019	2018
		\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4(a)	1,993,791	1,508,589
Trade and other receivables	5	120,835	151,972
Other assets	6	10,994	4,568
TOTAL CURRENT ASSETS		2,125,620	1,665,129
NON-CURRENT ASSETS			
Property, plant and equipment	7	62,648	35,900
Other	6	9,177	8,177
TOTAL NON-CURRENT ASSETS		71,825	44,077
TOTAL ASSETS		2,197,445	1,709,206
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	163,647	136,284
Provisions	9	100,938	80,730
Grants and Contributions in advance	10	185,253	82,945
TOTAL CURRENT LIABILITIES		449,838	299,959
NON-CURRENT LIABILITIES			
Provisions	9	148,061	109,353
TOTAL NON-CURRENT LIABILITIES		148,061	109,353
TOTAL LIABILITIES		597,899	409,312
NET ASSETS		1,599,546	1,299,894
EQUITY			
Retained earnings		1,599,546	1,299,894
TOTAL EQUITY		1,599,546	1,299,894

STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30TH JUNE, 2019

	Retained Earnings	Total
	\$	\$
Balance at 1 July, 2017	872,900	872,900
Profit attributable to the entity	426,994	426,994
Balance at 30th June, 2018	1,299,894	1,299,894
Profit attributable to the entity	299,652	299,652
Balance at 30th June, 2019	1,599,546	1,599,546

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30TH JUNE 2019

	Note	2019	2018
		\$	\$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from government and sponsors		2,659,181	1,918,123
Other Income		785,189	1,145,311
Interest received		23,266	15,800
Payments to suppliers and contractors		(2,934,701)	(2,565,059)
Net cash provided by operating activities	4(b)	532,935	514,175
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for property, plant and equipment		(47,733)	(12,580)
Payment for intangible asset	-	-	-
Net cash used in investing activities		(47,733)	(12,580)
Net Increase in cash held		485,202	501,595
Cash at the beginning of the financial year		1,508,589	1,006,994
Cash at the end of the financial year	4(a)	1,993,791	1,508,589

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*.

Comparative Figures

Where required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year. The entity was incorporated as a company limited by guarantee on the 23rd January 2019. Previous to that date the entity operated as an incorporated association. The comparative figures for the 2018 year reflect those as an incorporated association.

The 2019 year figures reflect an aggregate of both incorporated association status to the 22nd January 2019 and as a company limited by guarantee from 23rd January 2019.

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.

NOTE 2: REVENUES

	2019	2018
	\$	\$
Revenues recognised		
Operating grants and subsidies	2,558,014	1,755,168
Brokerage	623,586	823,416
Interest received	23,266	15,800
HCP & CHSP fees	64,874	51,947
Other revenue	56,992	167,594
	3,326,732	2,813,925

Significant accounting policies

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Membership fees are recognised in the period in which the membership entitlements are paid for. Amounts received in advance of the year in which the membership entitlements are due are recognised in the balance sheet as a liability and are recognised in profit or loss in the period in which membership entitlements arise.

Grant revenue is recognised in the income statement when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the entity and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the balance sheet as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

Donations and bequests are recognised as revenue when received.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customers.

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

NOTE 3: PROFIT BEFORE INCOME TAX

	2019	2018
	\$	\$
The following significant revenue and expenditure items are relevant in explaining the financial performance:		
Expenses		
Remuneration of auditor	7,850	7,110
Bad Debt Write off	17,000	-
Program expenses	57,293	21,954
Client services Expenses	248,176	151,870
	330,319	180,934

Income Tax

NOTE 4: CASH AND CASH EQUIVALENTS

	2019	2018
	\$	\$
Cash and cash equivalents		
Cash At Bank – Business Cheque Account	35,666	59,788
Cash at bank – Business Online Saver Account	8,642	88,488
Cash at bank – High Interest Account	1,932,017	1,350,103
Cash at bank – Cash Management Account	6,410	4,450
Petty Cash and PayPal Account	11,056	5,760
	1,993,791	1,508,589
Reconciliation of cash		
Cash and cash equivalents	1,993,791	1,508,589
Bank overdrafts	-	-
	1,993,791	1,508,589
Reconciliation of cash flow from operations with profit after income tax		
Profit / (Loss) after income tax	299,652	426,994
Non-cash flows in profit		
Depreciation and amortisation	20,985	16,213
Doubtful Debts provision	-	(29,000)
Changes in assets and liabilities		
(Increase)/decrease in receivables	31,137	45,014
(Increase)/Decrease in prepayments and other assets	(7,426)	30
Increase/(decrease) in unexpended grants	102,308	35,288
Increase/(Decrease) in trade and other payables	27,363	(4,885)
Increase/(Decrease) in provisions	58,916	24,521
Cash flows provided/(used in) by operating activities	532,935	514,175

Significant accounting policies

Recognition and measurement

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.

Fair values of cash and cash equivalents

Due to the short-term nature of cash and cash equivalents, their carrying amount approximated to fair value.

NOTE 5: TRADE AND OTHER RECEIVABLES

	2019	2018
	\$	\$
CURRENT		
Trade Debtors	125,835	156,972
Less – Provision for Doubtful Debts	(5,000)	(5,000)
Accrued interest	-	-
GST Recoverable	-	-
Total current trade and other receivables	120,835	151,972

Significant accounting policies

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 trade and other receivables

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

NOTE 6: OTHER ASSETS

	2019	2018
	\$	\$
CURRENT		
Prepaid expenses	10,994	4,568
NON CURRENT		
Security Bonds	9,177	8,177

NOTE 7: PROPERTY, PLANT AND EQUIPMENT

	2019	2018
	\$	\$
PLANT AND EQUIPMENT		
Office Furniture and equipment		
At cost	98,490	58,267
Less accumulated depreciation	(56,861)	(42,651)
	41,629	15,616
Leasehold Improvements		
At cost	73,245	65,735
Less accumulated depreciation	(54,962)	(49,555)
	18,283	16,180
Software Licence costs		
At cost	14,159	14,159
Less accumulated depreciation	(11,423)	(10,055)
	2,736	4,104
Website Development		
At cost	3,200	3,200
Less Accumulated Depreciation	(3,200)	(3,200)
	-	-
Total Property, Plant and Equipment	62,648	35,900

Significant accounting policies

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.

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.

NOTE 8: TRADE AND OTHER PAYABLES

	2019	2018
	\$	\$
Sundry Creditors and accruals	95,133	70,969
Amounts payable to Australian Taxation Office(GST & PAYGW)	68,514	65,315
		-
	163,647	136,284

Significant accounting policies

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.

	2019	2018
	\$	\$

NOTE 9: PROVISIONS

CURRENT

Employee benefits – Annual Leave	100,938	80,730
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NON CURRENT

Employee benefits – Long Service Leave	148,061	109,353
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Aggregate employee benefits liability	<u>248,999</u>	<u>190,083</u>
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NOTE 10: GRANTS & CONTRIBUTIONS IN ADVANCE

CURRENT

Home Care Package (HCP) Client Funds unexpended	<u>185,253</u>	<u>82,945</u>
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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	34,325	53,700
- Between 12 months and 5 years	16,133	10,125
- Greater than 5 years	-	-

Total lease commitments (GST Inclusive)	<u>50,458</u>	<u>63,825</u>
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The commencement date of the original lease for 4-8 Parker St, Footscray was 1st October 2013 and the expiry date was 30 September 2016.

The company exercised their option for a further term of 3 years to 30 September 2019. Rent payable per month is \$ 3,375.03(GST inclusive).

A new lease for Suite 3, 57 Robinson Street, Dandenong was signed for a term of 2 years commencing on the 8th February 2019 and expiring on the 7th February 2021. There is a further option for another 2 year term. Rent payable per month is \$ 2,016 (GST Inclusive).

NOTE 12: ENTITY DETAILS

The registered office of the company is:

Australian Croatian Community Services Ltd.

4-8 Parker 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

- (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 2019, the number of members was 23.

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 18, 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 2019 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.

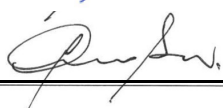
This declaration is signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Director



Name: Jenny Matic

Director



Name: Slavko Bilos

Dated this **24th day of October 2019**

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 2019, 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 2019 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:

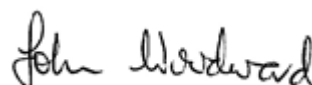
- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material 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

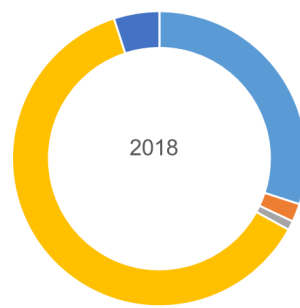
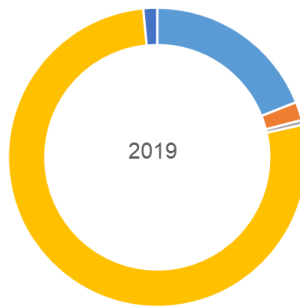
Signed by:



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

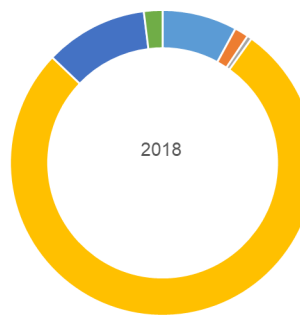
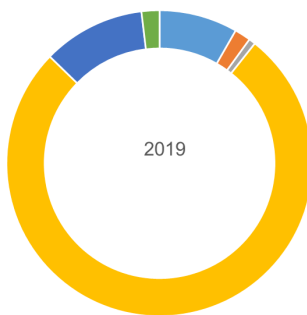
Dated this 24th day of October 2019

Revenue



■ Brokerage HCP	\$623,586
■ HCP & CHSP fees	\$64,874
■ Interest received	\$23,266
■ Operating grants and subsidies	\$2,558,014
■ Other revenue	\$56,992
TOTAL	\$3,296,732

Expenses



■ Client expenses	\$248,176
■ Computer & IT Support	\$51,242
■ Depreciation	\$20,985
■ Employee Benefits Expenses	\$2,295,475
■ Other Expenses	\$324,348
■ Rent	\$56,854
TOTAL	\$2,997,080

Balance Sheet

Assets	2019	2018
Current Assets	\$2,125,620	\$1,665,129
Non-current Assets	\$71,825	\$44,077
Total Assets	\$2,197,445	\$1,709,206
Liabilities	2019	2018
Current Liabilities	\$449,838	\$299,959
Non-current Liabilities	\$148,061	\$109,353
Total Liabilities	\$597,899	\$409,312
Total Equity	\$1,599,546	\$1,299,894

Acknowledgements

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 2018/2019.

- Department of Health and Human Services
- Department of Health
- 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 2018/2019 financial year.



OUR LOCATIONS

Ground Floor
4-8 Parker Street
FOOTSCRAY VIC 3011
03 9689 5811

Suite 3
57 Robinson Street
DANDENONG VIC 3175
03 9791 6000

34 McClelland Street
BELL PARK VIC 3215
03 4222 8072

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www.youtube.com/AustralianCroatianCommunityServices

www.accs.asn.au
support@accs.asn.au

ABN 64 270 128 675