
Australian Croatian Community Services (ACCS) is the peak community services agency for people from Croatia and Bosnia Herzegovina in Victoria.

It is a community based, non profit organization with 30 years of service provision experience.

ACCS's mission is to provide an extensive range of culturally and linguistically appropriate services and programs that assess and address the needs of our target group in a person centered, holistic, responsive, equitable and non discriminatory manner.

Excellence in service delivery through continuous improvement.



CONTACT US

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ACCS Brokerage Services

'Understanding and support. Assisting with your language, cultural and care needs'



ACCS Brokerage Services provide home care support to elderly citizens and people with disabilities from our target communities. Our services are person centered, culturally and linguistically appropriate and flexible.

Our role is to enhance consumers' quality of life and support them in maintaining independence in their own home.

Qualified and experienced ACCS bilingual Case Managers, Direct Care Workers, and other support staff are available to provide appropriate services for a reasonable fee.

For Service Providers

We offer other agencies practical assistance in providing personalised services for their consumers.

For private brokerage arrangements

Private Brokerage Services are also available to assist the elderly and their families who are invoiced directly for the services.

Please refer to our current Brokerage Fees List for information on our competitive rates.

How will you benefit?

Our services take into account the lifestyle, cultural background, religious beliefs and personal choices of consumers.

Services can include a possible combination of the following:

- Personal care
- Home care
- Respite
- Transport
- Meal preparation
- Social support and companionship
- Private Brokerage arrangements
- Language assistance
- Case management (short and/or long term)
- Simple garden maintenance



We are committed to promoting an Active Service Model and providing the best quality of care to your consumers or loved ones.

What makes us unique?

Australian Croatian Community Services are a key player in the Croatian community with extensive links to Croatian clubs and services.

Our staff are all bilingual and have the skills, knowledge and sensitivity to provide outstanding care.

We can

- Develop culturally appropriate care plans
 - Assist the consumer to settle into new package
 - Assist consumer with transition into new services and Consumer Directed Care packages
 - Provide home visits
 - Provide staff on a temporary basis, when your own workforce takes leave during the holiday season
 - Provide services 24 hours a day, seven days a week, and all year around in North West and South East regions of Melbourne
 - Provide services directly to private fee paying consumers
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