



# Annual Report

## 2016 - 2017

[www.accs.asn.au](http://www.accs.asn.au)



## Strategic Pathways

**2016-2019**

### **Branding**

- Rebrand and revitalise our organisation's image
- Implement marketing strategies to raise awareness or the organisation's profile and service provision
- Educate and inform communities about our services, language and culture

### **Provision**

- Maintain current programs and services at full capacity
- Expand services to client ready regions

### **Diversification**

- Introduce services to the broader community
- Identify and develop other areas of service provision

### **Efficiency**

- Restructure our workforce to develop service capabilities
- Develop and maintain 5S office lean systems

## Our Vision

To be recognised as a leader in the area of service provision, social and cultural diversity and sustainable life of the target and broader communities.

## Our Mission

ACCS' mission is to provide culturally and linguistically appropriate welfare services and programs.

Our services and programs assess and address the needs of our target groups in a client centred manner.

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# Chairperson & CEO's Report



Jenny Matic  
Chairperson



Franci Buljat  
CEO

"We are very pleased to present the  
ACCS Annual Report 2016-17 "

Jenny & Franci

The past year has been a significant one on many fronts. ACCS set an ambitious set of strategic priorities in 2016 in order to meet community needs and to continue developing our organisation capacity to meet those needs.

Our focus has been on our Croatian elders, to second and subsequent generations, as well as the broader community.

These strategic priorities for 2016 – 2019 centre on branding the organisation, provision and diversification of services, and organisational efficiency.

## Branding

We continued to develop ways to increase awareness and service provision in the community. We held numerous information sessions, at Croatian senior citizens clubs, at cultural associations and at our social support groups.

We frequently used Croatian media and staff and consumers were interviewed on 3ZZZ, SBS and 3DMR Croatian language radio program.

A new staff member was appointed in March, as Business Development and Marketing Officer, to further develop marketing strategies across all areas of our services.

## Provision

ACCS is committed to ensuring our aged care and education programs remain relevant, flexible, prompt and reliable for all the consumers and students we support.

## Home Care Services

From February 2017, changes to home care packages program brought complexity and uncertainty. Under these new arrangements, funding is allocated to the consumer and no longer the provider. The Government continues to allocate packages, in line with a national provision ratio.

We are pleased to report that we continued to increase the number of direct clients on packages, ensuring that consumers were well informed of the changes and aware of their choices.

Our staff continue to assist consumers to develop wellness and goal directed care plans and facilitate access to services that will lead to healthier lives.

## Social Support and Volunteering Programs

We are pleased to report that our six social support groups continue to go from strength to strength. Group Coordinators work hard in organising weekly activities focused on social interactions that build confidence and self-esteem.

Our volunteers continue to provide vital support to consumers, visiting them at their homes, in a residential care setting and also providing transport to the groups, churches and clubs.

## ***Education Programs***

This past year, we continued to offer an engaging and friendly learning experience to students attending computer and digital literacy classes, funded under Adult, Community and Further Education (ACFE).

The Croatian language classes for adults were again successful, with 5 courses running over the last reporting period.

## **Diversification**

We are pleased to report that we are preparing for registration to become a National Disability Insurance Scheme (NDIS) provider. This activity supports our organisational diversification agenda, and will deliver much needed assistance services for those people aged under 65, to maintain a good quality of life, and remain connected to community.

## **Efficiency**

As over 90% of ACCS' income comes from aged care related services, it has been crucial to closely monitor the government's 10 year Aged Care Reform that commenced in 2012.

Changes directly related to ACCS' operations were Consumer Directed Care Model of care (fully implemented for Home Care Packages on 1 July 2015) and transition of Home & Community Care program to commonwealth funded Commonwealth Home Support Programme. Both of these changes had a great impact on ACCS.

The recent aged care reforms has led to funding being significantly constrained and competition very strong. As a consequence, it has been necessary to examine ACCS' functions, processes, staffing structure and associated costs.

Industry competition and pressure on margins from competitors who adopted a low price strategy required our organisation to adopt lean techniques, to achieve efficiencies, and maintain business viability. This also meant we had to work in different ways, focusing on outcomes, transitioning to flexible reporting arrangements, and supporting staff during the change.

In conclusion, we wish to express our appreciation to all our staff for their hard work, dedication to the community and for their daily quest to enhance the quality of the lives of their clients.

We would like to acknowledge the efforts of Senka Grancieri, Finance and HR Officer, for initiating and overseeing a private ruling from the ATO to safeguard our contention that the subsidies we

received for Home Care Packages were in the course of providing GST free supplies.

Special thanks and acknowledgement for senior team; Marina Rozic, Program Manager Home Care Services and Lily Silic, Program Manager Commonwealth Home Support /HACC PYP.

Equally we offer our appreciation to all our volunteers for their time and compassion, without whom our services to isolated elders would not be possible.

A note of thanks to all members of ACCS Committee of Management for their commitment to the organisation and the community it delivers services to; and for lending their expertise and support to navigate the organisation through a period of fast reform, and a rapidly changing business environment.

# Our Committee



**Top left to right:** Jenny Matic, Miro Ljubicic, Slavko Bilos, Michael Pernar. **Bottom left to right:** Boris Jakovac, Ecija Fiamengo, John Sipek, Amanda Jakovac.

The Committee of Management of ACCS is committed to achieving best practice in corporate governance, and collectively making decisions in the best interest of the organisation.

Board meetings are vital to enabling effective stewardship of the overall organisation, with a sharp focus on financial sustainability and appropriate service mix. The meetings facilitate decision making, review of performance reports, problem solving and lively discussion.

Our current board comprises of a broad range of industry backgrounds, interests and expertise.

## Our members skills and expertise

**Jenny Matic** is a highly accomplished executive with extensive public sector experience, including health and aged care. Her current role is with the Department of Health as Senior Adviser.

**Michael Pernar** is well-known in the community for his long-standing role as CEO of Laverton Community Integrated Services.

**Dr Miro Ljubicic** is an educator and IT consultant with a PhD in Business.

**Ecija Fiamengo** is the Secretary of the Croatian Senior citizen's Club in Sunshine and also on the board of the Croatian Catholic Welfare Association.

**Milan Delac** is a General Manager involved in business process and IT operations with Telstra.

**Slavko Bilos** is a former financial management professional and has volunteered with many Croatian clubs including Australian Croatian Association, Melbourne Knights, Croatian Credit Union and Hajduk Soccer Club.

**John Sipek** is a Manager in the aviation field and an elected Councillor with Moonee Valley City Council.

**Boris Jakovac** had a financial career with the ATO, is semi-retired and now hosts a radio program on 3ZZZ Croatian.

**Amanda Jakovac** works as a specialist in employment relations and workers compensation.

## COM meetings held in 2016/17

They were held on:

- 14 July 2016
- 11 October 2016
- 1 February 2017
- 5 April 2017
- 7 June 2017

## Members attendance

A = attended; E = they were eligible to attend

Milan Delac	Chairperson	A 2 / E 3	Resigned Feb 2017
Michael Pernar	Vice-Chair	A 5 / E 5	Member since 2004
Slavko Bilos	Treasurer	A 4 / E 5	Member since 2015
Dr Miro Ljubicic	Secretary	A 4 / E 5	Member since 2013
Jenny Matic	Member, Chairperson	A4 / E 5	Member since 2015
John Sipek	Member	A2 / E 5	Member since 2012
Boris Jakovac	Member	A2 / E 5	Members since 2015
Ecija Fiamengo	Member	A 2 / E 3	Member since 2016
Amanda Jakovac	Member	A1 / E 1	Member since 2017

# Treasurer's Report



Slavko Bilos

Treasurer

At the conclusion of my first year as Treasurer, I am pleased to present to you the financial statement and the summary of financial activity for the 2016-17 financial year.

Income for the 2016/2017 financial year was \$2,450,117, which represents continued growth compared with income of \$1,975, 270 for the previous 2015/2016 financial year. Expenditure for the 2016/2017 period was \$2,046,538, leaving a surplus of \$403,579. Income was once again generated mostly in our three key service areas – Brokerage Services (\$812,196 or 33%), Home Care Packages Program (\$740,501 or 30%) and Commonwealth Home Support Programme (\$477,990 or 19.5%).

I must make special mention of the Return from GST Income of \$169,094 which generated 7% of total income and acknowledge huge contribution of ACCS Finance Officer, Senka Grancieri, who has overseen this process.

\$1,611,217 or 79 % of expenditure was on staffing, an investment which pays dividends for our members in terms of service delivery. The remaining \$435,321 was on operational costs such as program expenses, rent and office expenses, IT Support, and provisions for annual leave and long service leave.

Whilst not reported in the accounts, I would like to touch briefly on the future. Significant effort was spent during the year in planning for expansion of services in Geelong, and undergoing accreditation process to become NDIS service provider.

Department of Health has also granted extension of block funding for Social Support activities until 30 June 2020, which provides stability for these services and allows us to plan for the most efficient use of resources. Staff within Home Care Services program have successfully worked through funding uncertainty and, due to their huge efforts, our number of consumers have increased, securing more income.

In summary, I am pleased to report a successful year with the financial position of the organisation being stronger as we leave the year than when we entered it.

Please see the full Comprehensive Financial Reports included on pages 19 - 30 of this Annual Report.



# Our Staff & Volunteers

## Senior Management & Support Team

**CEO** Franci Buljat

**Finance Officer** Senka Grancieri

**Business Development & Marketing** Lisa Field

## Home Care Services

**Program and Case Manager** Marina Rozic

**Care Advisor, HR** Gordana Dudovic (until Oct16)

**Intake, Support & Workforce Quality** Silvana Petric

**Rostering & Service Administration** Vera Paleka

## Commonwealth Home Support Programme (CHSP) & HACC PYP

**Program 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** Ankica Matkovic

**Social Support Group Assistant** Vladimir Jakopanetz

**Social Support Group Cook** Ljiljana Goja

**Social Support Group Cook** Bozenka Kopriva

## Education Services

**Coordinator** Rosie Jurina

**Project Officer** Anne Blight (until Sept 16)

**Sessional Tutor** Darko Kotevski

**Sessional Tutor** Sanja Sokora

**Sessional Tutor** Zdravko Rajic

**Sessional Tutor** Marijana Pokrivač

## Direct Care Workers

Zdenka Ambros

Brigita Basic

Ivanka Garic

Ljiljana Goja

Katica Guljas

Eva Husag

Katie Jukic

Verica Puratic

Jasminka Radivoj

Zelislava Teljega

Bernarda Zagar

Milojka Atanasova

Maria Bercsenyi

Jasminka Bionda

Bernarda Bosnjak

Mirjana Brekalo

Ermina Cicak

Marija Hrstic

Milena Konjevic

Zaklina Mateski

Ankica Matkovic

Mira Pavleka

Nikolina Rawle

Valerie Raic

Slavka Skupnjak

Berta Salic

Mila Vucica

## Our Volunteers

Martin Antonic

Ankica Benic

Klara Bosnjak

Antonia Culanic

Marija Culjak

Irena Cvitkovic

Milka Ercegovic

Josipa Herceg

Stefka Hodinj

Janja Ivcevic

Bozena Jakicic

Dragica Jezovita

Vlado Kanjuh

Antun Koch

Bozenka Kopriva

Katica Kovacevic

Stjepan Kralj

Nada Kralj

Rosa Marinovic

Matulec Marija

Katica Milanovic

Dragica Muhvic

Rudi Muhvic

Tanja Pajic

Milena Radoslović

Mirjana Ritosa

Ana Romic

Zrinka Sagor

Stefica Simunic

Alojz Smrk

Verona Stojan

Ana Sumbera

Ana Tomic

Branko Tomic

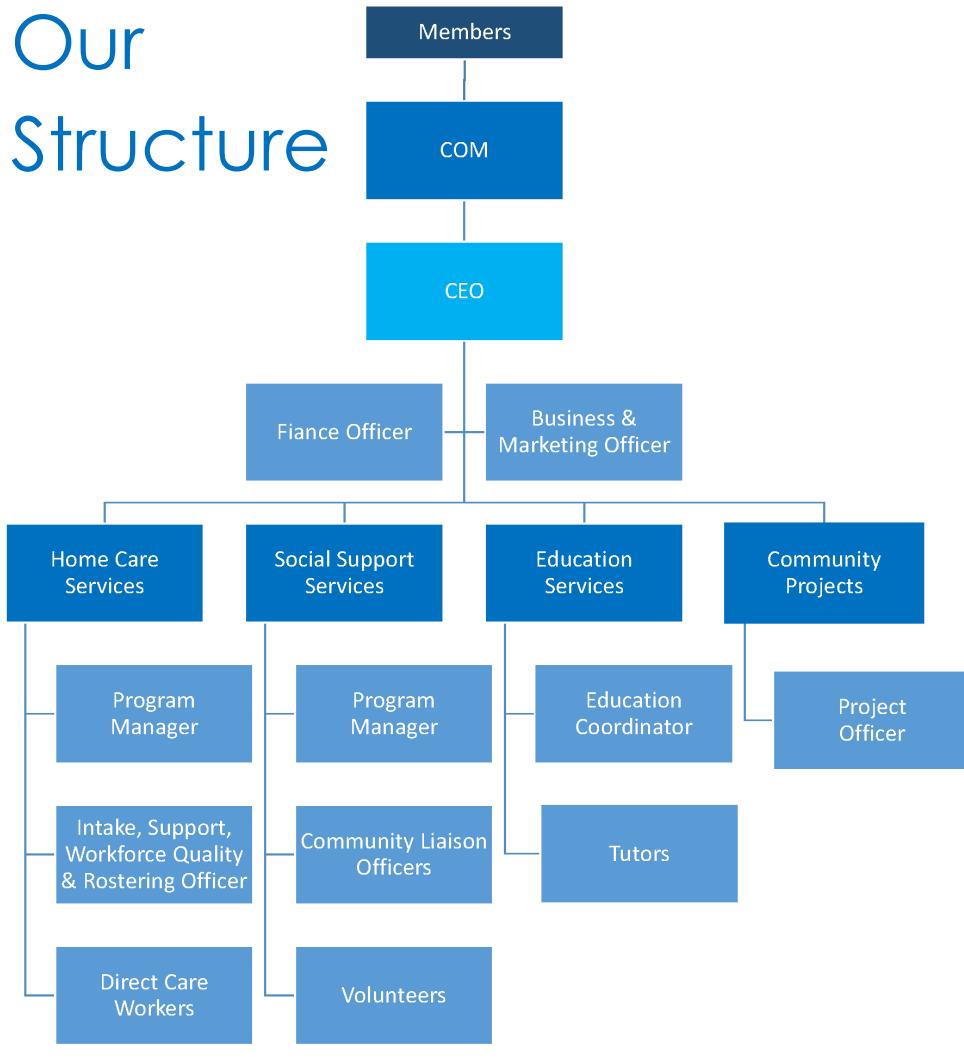
Suzana Tonkovic

Olga Valencic

Petar Vidic

Paula Vorotnjak

# Our Structure



A SNAP SHOT

Our Services  
16,044

- Brokerage Service Hours

7317

- Home Care Packages Service Hours

2288

- Community Visitor Scheme Service Hours

123

- Number of ACFE and Learn Croatian Students

39

- Volunteers provide over \$160,000 worth of services

27

- Bilingual Direct Care Workers

6

- Weekly Social Support Groups across 4 locations

2

- Office locations in Footscray and Dandenong

## YOUR FEEDBACK

### About our Home Care Packages

"Dad, Linda & I are very happy with your help & support you and the team are providing him."

Julie, consumer's daughter

### About Volunteering with us

"I enjoy taking care of older people. It is good to be socially involved. I like to help. It is better than staying at home. It is good to get out of the house." Ana, Community Companion

Ana, Community Companion

### About our Croatian Language course

"The reason we did the course is because our parents are Croatian and it is about renewing our connections. When we were little our grandparents looked after us, and we were pretty fluent when we were younger. So it was about re-remembering and re-connecting. So we are continuing next semester and I am going to Croatia next year."

Christina and Liana, Sisters

# Home Care Services

We have been providing community aged care services for people from Croatian, Bosnian and Herzegovinian backgrounds for many years.

We provide very practical solutions for older people to remain living safely in their own homes through the both the Home Care Packages and Brokerage Services.

Our team of over 25 Direct Care Workers provide these very practical support services, with care, sensitivity and respect.

Our Home Care Services are also available to the wider community and we have experienced significant growth in services to the people from other migrant backgrounds, through our Brokerage Services.

This past year ACCS Home Care Services team underwent a restructure and our newly aligned positions include:

- Home Care Services Program & Case Manager
- Intake, Support and Workforce Quality Officer
- Rostering and Service Administration Officer

## Home Care Packages

Our ageing community want to remain living in their own home for as long as possible. But as we get older, we may not be able to carry out all of the activities that we used to. A Home Care Package is a government subsidy for a range of personalised services that enable the older person to remain living safely at home.

Our role as a registered provider is to provide this support, with all services being determined by the consumer. The consumer directed model of care is central to care planning and service delivery and therefore affect both our office staff and workers who meet with consumers regularly, some even on a daily basis.

Our vision is to provide our customers with bilingual, well trained staff who are able to support our aging community to live a safe, healthy and enjoyable life within their own homes

### Changes to the sector

The Home Care Packages Program has been the subject of significant reform to ensure that the Program evolves to meet the care needs of our older Australians. On 1 July 2015, it became mandatory for all home care packages to be delivered on a consumer directed care (CDC) basis. The Australian Government then announced significant reforms to home care in the 2015-16 Budget under the Increasing Choice in Home Care. The first stage was implemented on 27 February 2017. Home Care Packages changed in three main ways:

1. Funding follows the consumer.
2. Nationally consistent process in accessing a home care package.
3. Reduced red-tape for providers.

As a registered care provider, ACCS is alerted when a client has chosen us as their preferred provider. We then contact that person, undertake an in-home assessment and determine a package of care based on the consumer's preferences. Our Intake, Support and Workforce Quality Officer is the contact point for anyone wanting to understand this process better.

**Marina Rozic** Program & Case Manager

### NUMBER OF CONSUMERS RECEIVING A HOME CARE PACKAGE

Level 1 = 0

Level 2 = 48

Level 3 = 3

Level 4 = 2

# Brokerage Services

We provide brokerage services across Melbourne through our partner agencies.

With the knowledge that ACCS can provide quick responses to their service requests, our partner agencies are providing us with more clients and additional services to the existing clients.

With many years of experience in aged care we offer valued professional and flexible services. Our professionally trained staff have great work ethics, treating clients with dignity and respect and making sure their needs are met.

The agencies we provide Brokerage Services to include:

- ▶ *Access Care Southern*
- ▶ *Annecto*
- ▶ *Baptcare*
- ▶ *Benetas*
- ▶ *Brotherhood of St Laurence*
- ▶ *CareConnect*
- ▶ *Carers Victoria*
- ▶ *City of Melbourne*
- ▶ *Community Support Options*
- ▶ *Hammond Care*
- ▶ *IPC Health (formerly ISIS Primary Care)*
- ▶ *MECWA Care*
- ▶ *North Richmond Community Health*
- ▶ *RDNS (Bolton Clarke agency)*
- ▶ *Salvation Army*
- ▶ *Southern Cross Care*
- ▶ *State Trustees*
- ▶ *Villa Maria Catholic Home*
- ▶ *Western Health*
- ▶ *Wingtringham*

We thank our dedicated staff and our partner agencies for their ongoing commitment and support as it is because of them that we have come so far.

**Vera Paleka** Rostering & Service Administration



**72** is the age of our youngest consumer and **96** is our oldest.

**Thursday** is the most popular day for the services.

**16,044** hours of services were provided to our Brokerage consumers,

**9,048** hours in the north west and **6,996** hours in the south east of Melbourne.

# Our Direct Care Workers

Our team of Direct Care Workers are our most important resource. They engage with our consumers, day in and day out, to ensure a quality service and appropriate level of care.

Our dedicated team of Direct Care Workers provide assistance and monitor the well-being of consumers through home care, personal care, transport and respite care in accordance with their care plan.

ACCS currently employ 27 DCWs who work within government guidelines, and our internal practices and procedures.

All Direct Care Workers hold minimum Certificate III in Aged Care (Certificate III in Individual Support) and current First Aid Certificate Level 2. Ongoing professional development is organised throughout the year, to maintain and improve their practise and ensure our service is of a high quality.

In-service trainings offered this past year include: Infection Control, Manual handling, Food handling, Digital Literacy, Elder Abuse Prevention, Grief and Loss and Living with Dementia.

All Direct Care Workers have undergone Criminal Records Check or Working with Children Check which are renewed on a regular basis.

Our workers act in accordance with Occupational Health & Safety procedures making sure that any hazards, incidents and injuries are reported immediately to Case Managers/Team Leaders. It is also very important for our workers to take reasonable care for their own health and safety and this is always discussed at our staff meetings.

All our workers maintain consumer confidentiality; participate in consultation, meetings, training and other health and safety activities.

We are encouraged by the positive feedback and comments received from our consumers and their families, and from Brokerage organisations, regarding the impact our services have on their quality of life and well-being.

**"Just to pass the feedback from M.T. that Nikolina was absolutely wonderful, very caring and considerate of her needs."**

R.D. Case Manager, IPC Health

We are grateful to our Direct Care Workers who work hard to meet the needs of our community.

**Silvana Petric** Intake, Support & Workforce Quality





# Community Programs

**Social Support Groups (SSG) & Home and Community Care Program for Younger People (HACC PYP)**

Our SSGs and HACC PYP are utilised by eligible older and younger people from Croatian, Bosnian and Herzegovinian backgrounds.

Social Support Groups are designed to enhance older people's independence by promoting physical, social and emotional wellbeing. Social Support Groups are also designed to allow carers a break from their caring role.

Our Home and Community Care Program for Younger People, is designed to support people under 65 years to improve their capacity for independent living.

These community programs for people over 65 and under 65 are combined and we refer to them as SSGs. They are offered across the North, West and Southern Metropolitan region of Melbourne.



## Croatian Men's Group

Mondays 10am - 2pm.  
For men living in the City of Casey.  
Brokerage funding by City of Casey. Charles Greens Reserve Senior Citizen's Centre, Endeavour Hills

## Deer Park/St Albans Group

Tuesday 12.30pm - 4pm.  
(formerly on Wednesdays in Deer Park) St Albans Community Centre

## Golden CRO Hills

Tuesdays 10am - 2pm.  
Charles Greens Reserve Senior Citizen's Centre, Endeavour Hills



## The Northerners

Wednesdays 10am - 2pm.  
St Peter's Church Hall, 12 Alma Rd, Bundoora

## Footscray Social Group

Fridays 10am - 2pm.  
4-8 Parker Street, Footscray

## Wild Roses Group

Fridays 10am – 2pm.  
Charles Greens Reserve Senior Citizen's Centre, Endeavour Hills.  
Across the year each group undertook physical, social and recreational activities, projects and outings.



All groups participated in regular physical activities, such as Nordic walking, bocce, gentle exercises and yoga sessions as restorative health and wellbeing is integral to our program outcomes.

In March, we undertook traditional and modern Easter egg decorations and cultural sharings. Please go to our You Tube channel (access via our website [www.accs.asn.au](http://www.accs.asn.au) ) to see a short video on this.

Members made plaster hand prints for Mother's Day that were then gifted to their family members.



Other creative pastimes included making rosaries, framed mirrors, mosaic plates and plant pots and clay/plaster crosses with national 'wickers' (Croatian pleter).

On the 13<sup>th</sup> June 2017, award winning pianist and composer, Danny Blaker performed a memorable piano concert at St Alban Community Centre to a crowd of over 80 people.

We started an intergenerational project where our members invited their grandchildren to the groups for joint activities, i.e. cooking, art, digital games.

Birthday celebrations and birthday cakes feature within all groups. No birthday is missed and even those that have a birthday on the holidays are celebrated upon their return.

Running health promotion and community education sessions is a core part of what we offer within our groups. Some of the topics covered included:

- Family violence and elder abuse
- Financial planning
- The early signs of dementia, Alzheimer's Australia
- Home at last by Housing for the Aged Action Group
- Men's health

All our groups go on regular community outings and bus trip which are very popular. These outings provide our members stimulating social experiences as well as access to new places.

*"these two outings were really very amazing and valuable experiences. Visiting the vineyards has broaden our knowledge about professional wine making. The outing to Sand Sculptures has given us a unique and extraordinary experience."*

J.N. Croatian Men's Group



### Outing highlights

- Horvat Estate, Lancefield
- Dandenong Ranges & Yarra Valley vineyards
- Croatian Club & Croatian Church, Geelong
- Croatian Club, Gippsland
- Sand Sculpting Exhibition
- Ragusa Restaurant
- Melbourne Flower & Garden Show
- Vigano Farm & Restaurant

*"I have lots of free spare time at home as I'm quite limited with my walking. Once I learned the basics of the technique of mosaic I started exploring some other options and ideas, and I started these long term projects. Mosaics make me feel relaxed, it clears my mind and fulfils my free time at home. It's like a real medicine for the soul."*

I.G. Croatian Men's Group

Lily Silic Program Manager



# Volunteer Co-ordination

Community needs are like a piece of string and it can be hard to determine how long that string is.



Having community volunteers to help support the needs of our aging community members is essential and our volunteers are an enormous asset to the organisation.

Our volunteers visit isolated older people in their home for companionship as well as assist them to access the community – that is go to church, out for coffee and to attend the Social Support Groups.

Volunteers are essentially the difference between someone being isolated, alone and inactive and someone being connected, physically and socially active and engaged in their community.

There has more community discussion around social isolation and how loneliness is a growing health problem. In our work, and the work of our volunteers, we are keenly aware of the importance of social connection.

During 2016-2017 our volunteers delivered 4217 hours of volunteer work to our consumers through CHSP and HACC PYP programs. The dollar value of this work would be in the vicinity of \$105,000.

Some of our volunteers have been visiting our consumers for many years, and many great friendships have been formed. The success to any volunteer role is there being a mutual benefit and usually good friendships are the basis of that benefit for our volunteers.

## Community Visitor Scheme

The Community Visitor Scheme (CVS) targets people who are socially isolated. The program supports volunteers to visit consumers living in their homes, who are on a Home Care Package (in eastern region only), as well as volunteers are linked to one or more people living in aged care facilities (in north, west and southern metro regions).

During 2016-2017 our CVS volunteers delivered 2288 hours of service across all regions with 208 hours delivered to those living in their homes and 2080 delivered to residents in aged care facilities; estimated value of this work is \$57,000.

**Lily Silic** Program Manager

"I have done it for nearly 20 years. I go all over the place. I pick up people and visit nursing homes.

I do it because I like it. I enjoy it." Marija

**4,217**

► Volunteer Coordination Hours

**25**

► Volunteers in North West Metro area

**14**

► Volunteers in South East Metro area

**208**

► Friendly Visitor hours in residential homes

**2,080**

► Friendly Visitor hours in nursing homes



# VOLUNTEER REWARDS & RECOGNITION

Volunteer celebrations were held on 28 June 2017 at Dalmatino Restaurant in Port Melbourne to reward and recognise our valuable volunteers.



Senada Ekic and Lily Silic presented awards and gifts to those volunteering in the north west region. Pictured above with volunteer Zrinka, centre.

Volunteer Coordinator for the southern metro region, Danijela Dabo, distributed awards to her valued volunteers. Pictured here with Vinko.



# Education Services

ACCS offer adult education programs and have been providing these services for over 25 years. Our education services include Croatian language courses, and Adult, Community & Further Education (ACFE) funded pre-accredited courses. These courses have played an important role in personal skill development for community members for over 25 years.

Our Croatian language courses are funded by student fees and these courses continue to maintain viability with over 70 students enrolling during the past year.

We offer Croatian language courses: Beginner 1, Beginner 2, Intermediate 1, Intermediate 2 and Advanced 1. The courses are offered on a weekly basis, in the evening for two hours for 18 weeks in duration. Two semesters are offered each year, at our offices in Footscray and Dandenong.

The students who enrol in our Croatian language classes do this for a variety of reasons including for travel and for the joy of learning a new skill, but predominantly students are second and third generation Australian Croatians who are trying to reconnect with family and cultural traditions.

*"I wanted to reconnect with my heritage. I used to speak Croatian when I was a child and I wanted to open up the old pathways in the brain. It is all there. And my wife also wanted to learn. It is good for the brain, and then hopefully she can speak with the in-laws."*

*Christian*

I personally thank our committed and experienced Croatian teachers, Marijana Pokrivac, Zdravko Rajic and Sanja Sokora, who continue to provide a positive teaching approach with a wealth of teaching experience.

With our pre-accredited programs, we delivered 2,700 contact hours this past financial year and satisfied all aspects of our service agreement with our funding body ACFE.

The courses we offered were Communication and

Computers and Introduction to Digital Literacy. They were conducted in the daytime, 2-3 hours each week, between 12 – 15 weeks duration. Classes were classroom based in both Footscray and Dandenong.

These learning programs provide learners alternative pathways to further education, paid work or volunteering. They are designed to be flexible in delivery to accommodate hard to reach learners, and our cohort is largely Croatian speaking and older people.

These learning programs provide learners alternative pathways to further education, paid work or volunteering. They are designed to be flexible in delivery to accommodate hard to reach learners, people from CALD, early school leavers and low skilled/vulnerable workers.

Our bilingual tutors, Darko Kotevski and Sanja Sokora, contribute to a positive learning for students. They are also able to use a range of teaching styles and offer individualised support.

*"I just came in, just started. I knew nothing. The teacher is good. He is a very special teacher."*

*Vera*

The greatest achievement across ACCS's education program was the increasing number of students enrolling and continuous enquiries throughout the year. This resulted in waiting lists and a growing data base of interested students.

It was a successful year for our education



team overall.

Student feedback was positive and our graduation ceremonies and celebrations were all very well attended.

Whilst the education services at ACCS represent a small part of the overall operations, these programs and services do maintain viability, community interest and positive student outcomes.

Our vision for the future is to continue to provide education programs and to explore new strategies in adult learning that provide opportunities for inclusion in employment, education and community life.

**Rosie Jurina** Education Coordinator



# Business Development & Marketing

ACCS undertook strategic planning in 2016 and developed a clear intent to rebrand their image and increase their public profile. This led to a new position being created and the Marketing & Business Development position was advertised January 2017. I commenced in this role in March.

Having a dedicated staff member to attend to communications, significantly increased the number and range of communications. The work undertaken included updating all promotional brochures, regular posts on social media, articles in the local newspaper and in Croatian Herald, submissions to community columns, online registrations, radio announcements and even a You Tube channel was created with several videos uploaded.

The organisation also updated their logo consistent with the strategic pathways 2016-2019.

Securing new funding is also a focus of my position and three grant applications were submitted to state and local government. An application for CHSP Brokerage funding was one successful application.

Preparations for a significant fundraiser for October 2017 were commenced; seeking donors, donations, media partners and community supporters.

In May we hosted a Positive Ageing forum in Footscray attracting over 100 people. Hosting future community education seminars was deemed the

focus for our fundraising efforts.

It is a challenge to create bi-lingual communication tools for elderly clients with low levels of computer skills and English proficiency. With the introduction of My Aged Care we needed to do some work to help consumers navigate the system and therefore developed some initial posters.

Changing demographics and changing market forces will mean the organisation will need to broaden its market, and I hope I can assist the organisation to make this journey in a way that credits its past but embraces its future diversity.

## Lisa Field Business & Marketing Officer

Please go to our website [www.accs.asn.au](http://www.accs.asn.au) to click on the icons to access our Facebook and You Tube accounts.

A collage of various ACCS marketing materials:

- Australian Croatian Community Services YOUR GUIDE TO UNDERSTANDING My Aged Care**: A brochure titled "YOUR GUIDE TO UNDERSTANDING My Aged Care". It features a photo of a smiling man and a woman. Text includes: "The My Aged Care website and call centre is now the main contact point for the aged care system Australia wide. It is designed to help people find information easily and assist them to access the right services." It also provides information on how to register with My Aged Care.
- Learn Croatian**: A poster featuring a scenic view of a narrow street with buildings and trees under a blue sky.
- Pozitivno starenje Važno je ostati informiran**: A brochure titled "Pozitivno starenje" and "Važno je ostati informiran". It includes a photo of a group of people and text about staying informed about aging.
- Marija shares her story**: A video player showing a woman named Marija speaking. The video is titled "Marija shares her story".
- My Aged Care brochure**: A brochure titled "My Aged Care". It features a photo of a woman and text about the service.
- Centrelink logo**: The Centrelink logo with the text "Centrelink".
- Legal Services logo**: The Legal Services logo with the text "Legal Services".
- Other brochures**: Several other brochures are visible, including ones for "Paketa" and "Domačijenak s gostima govornicima".

# Comprehensive Financial Reports

pages 19 - 30 including the following:

- ▶ Income and Expenditure Statement
- ▶ Statement of Financial Position
- ▶ Statement of Cash Flows
- ▶ Notes to the Financial Statements
- ▶ Statement by Members of the Committee
- ▶ Independent Audit Report
- ▶ Additional Information - detailed Income & Expenditure

## Financial Report - Year ending 30 June 2017 Income & Expenditure Statement

Notes	2017	2016
	\$	\$
Revenue from ordinary activities	2,281,023	1,975,270
Extraordinary income	169,094	-
Employee benefits expense	(1,642,855)	(1,540,656)
Depreciation and amortisation expenses	(17,268)	(24,644)
Loss on write-off of assets	(2,075)	-
Bad debts write-off	-	-
Doubtful debts provision movement	(30,000)	(1,000)
Rent	(60,760)	(62,073)
Other expenses from ordinary activities	(293,580)	(269,345)
Borrowing costs expense	-	-
<b>Surplus before income tax expense</b>	<b>403,579</b>	<b>77,552</b>
Income tax revenue (income tax expense) relating to ordinary activities	-	-
<b>Surplus after income tax expense</b>	<b>403,579</b>	<b>77,552</b>

## Statement of Financial Position as at 30 June 2017

	Notes	2017	2016
		\$	\$
<b>CURRENT ASSETS</b>			
Cash assets	3	<b>1,006,994</b>	<b>512,874</b>
Receivables	4	<b>167,986</b>	<b>228,798</b>
Other	5	<b>4,598</b>	<b>2,338</b>
<b>TOTAL CURRENT ASSETS</b>		<b>1,179,578</b>	<b>744,010</b>
<b>NON-CURRENT ASSETS</b>			
Property, Plant & Equipment	6	<b>39,533</b>	<b>45,586</b>
Other	5	<b>8,177</b>	<b>3,208</b>
<b>TOTAL NON-CURRENT ASSETS</b>		<b>47,710</b>	<b>48,794</b>
<b>TOTAL ASSETS</b>		<b>1,227,288</b>	<b>792,804</b>
<b>CURRENT LIABILITIES</b>			
Payables	7	<b>141,169</b>	<b>114,174</b>
Provisions	8	<b>83,239</b>	<b>68,097</b>
Other	9	<b>47,657</b>	<b>68,569</b>
<b>TOTAL CURRENT LIABILITIES</b>		<b>272,065</b>	<b>250,840</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	8	<b>82,323</b>	<b>72,643</b>
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>82,323</b>	<b>72,643</b>
<b>TOTAL LIABILITIES</b>		<b>354,388</b>	<b>323,483</b>
<b>NET ASSETS</b>		<b>872,900</b>	<b>469,321</b>
<b>MEMBERS' FUNDS</b>			
Retained surplus	10	<b>872,900</b>	<b>469,321</b>
<b>TOTAL MEMBERS' FUNDS</b>		<b>872,900</b>	<b>469,321</b>

## Statement of Cash Flows as at 30 June 2017

	Notes	2017 \$	2016 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from Government and Sponsors		<b>1,403,306</b>	<b>1,124,444</b>
Other Income		<b>1,231,324</b>	<b>899,207</b>
Payments to suppliers and employees		<b>(2,135,985)</b>	<b>(1,940,821)</b>
Interest received		<b>8,765</b>	<b>7,144</b>
Borrowing costs		-	-
Net cash provided by/(used in) operating activities	12 (b)	<b>507,410</b>	<b>89,974</b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for property, plant and equipment		<b>(13,290)</b>	<b>(872)</b>
Net cash used in investing activities		<b>(13,290)</b>	<b>(872)</b>
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>			
Repayment of borrowings		-	-
Net cash provided by/(used in) financing activities		-	-
Net increase/(decrease) in cash held		<b>494,120</b>	<b>89,102</b>
Cash at beginning of financial year		<b>512,874</b>	<b>423,772</b>
Cash at end of financial year	12 (a)	<b>1,006,994</b>	<b>512,874</b>

# Summary of Significant Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Reform Act 2012 (Vic). The committee has determined that the association is not a reporting entity.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following specific accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this report:

## (a) Property, Plant & Equipment (PPE)

Leasehold improvements, office furniture and equipment are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all PPE assets are depreciated over the useful lives of the assets to the association commencing from the time the asset was 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.

At the end of each reporting period, the Committee reviews the carrying amount of its PPE assets (and other tangible and intangible assets) to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the income and expenditure statement.

### Depreciation

The depreciable amount of all PPE assets including buildings and capitalised leased assets, but excluding freehold land, are depreciated over their estimated useful lives to the company commencing from the time the asset is held ready for use. Properties held for investment purposes are not subject to a depreciation charge. Leasehold improvements are amortised 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 Rate
----------------------	-------------------

Office furniture & equipment	10-40% (Diminishing value method)
------------------------------	-----------------------------------

Leasehold Improvements	25% (Diminishing value method)
------------------------	--------------------------------

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.

## (b) 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.

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.

## (c) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year together with benefits arising from wages and salaries, annual leave and sick leave which will be settled after one year, have been measured at the amounts expected to be paid when the liability is settled plus related on-costs. Other employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the association to an employee superannuation fund and are charged as expenses when incurred.

## (d) Revenue

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

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

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

## (e) Unexpended grants

The entity receives grant monies to fund projects either for contracted periods of time or for specific projects irrespective of the period of time required to complete those projects. It is the policy of the entity to treat grants monies as unexpended grants in the balance sheet where the entity is contractually obliged to provide the services in a subsequent financial period to when the grant is received or in the case of specific grants where the project has not been completed.

## (f) Cash and cash equivalent

For the purposes of the Cash Flow Statement, cash includes cash on hand, cash at banks and on deposit

## (g) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of the item of the expense. Receivables and payables in the Balance sheet are shown exclusive of GST.

Cash flows are presented in the statement of cash flows on a gross basis, except for the GST components of investing and financing activities, which are disclosed as operating cash flows.

## (h) Income Tax

The association is exempt from income tax under provisions of the Income Tax Assessment Act.

## Notes to the Financial Statements

	Notes	2017	2016
		\$	\$
<b>NOTE 2: REVENUE</b>			
<b>Operating activities</b>			
☒ interest	2(a)	<b>8,765</b>	<b>7,144</b>
☒ operating grants and subsidies		<b>1,301,353</b>	<b>1,150,666</b>
- brokerage		<b>809,355</b>	<b>620,217</b>
☒ HCP & CHSP fees		<b>82,699</b>	<b>92,376</b>
- GST refunds (prior periods)		<b>169,094</b>	-
- other income		<b>78,851</b>	<b>104,867</b>
		<b>2,450,117</b>	<b>1,975,270</b>
(a) Interest from:			
☒ other persons		<b>8,765</b>	<b>7,144</b>
<b>NOTE 3: CASH ASSETS</b>			
CBA Business Cheque Account		<b>40,098</b>	<b>11,395</b>
CBA Business Online Saver Account		<b>192,744</b>	<b>253,064</b>
Bendigo Bank – Investment Deposit Account		<b>757,843</b>	<b>224,803</b>
Bendigo Bank - Cash Management Account		<b>13,094</b>	<b>22,541</b>
Petty Cash and Paypal account		<b>3,215</b>	<b>1,071</b>
		<b>1,006,994</b>	<b>512,874</b>
<b>NOTE 4: RECEIVABLES</b>			
CURRENT			
Trade debtors		<b>201,986</b>	<b>203,744</b>
Less - Provision for Doubtful Debts		<b>(34,000)</b>	<b>(4,000)</b>
Other Debtors - ATO		-	<b>29,056</b>
		<b>167,986</b>	<b>228,798</b>
<b>NOTE 5: OTHER ASSETS</b>			
CURRENT			
Prepaid Expenses		<b>4,598</b>	<b>2,338</b>
NON CURRENT			
Rental Bond		<b>8,177</b>	<b>3,208</b>

## Notes to the Financial Statements

	Notes	2017	2016
		\$	\$
<b>NOTE 6: FIXED ASSETS</b>			
(a) Office furniture and equipment			
At cost		45,687	107,272
Less accumulated depreciation		(36,579)	(89,553)
		<b>9,108</b>	<b>17,719</b>
(b) Leasehold Improvements			
At cost		65,735	52,445
Less accumulated depreciation		(41,466)	(33,811)
		<b>24,269</b>	<b>18,634</b>
(c) Website Development costs			
At cost		3,200	3,200
Less Accumulated Depreciation		(3,200)	(3,200)
		-	-
(d) Software Licence costs			
At cost		14,159	14,159
Less Accumulated Depreciation		(8,003)	(4,926)
		<b>6,156</b>	<b>9,233</b>
Total fixed assets		<b>39,533</b>	<b>45,586</b>
<b>NOTE 7: PAYABLES</b>			
CURRENT			
Unsecured liabilities			
Trade creditors		-	-
Sundry creditors and accruals		65,243	51,969
Amounts payable to Australian Taxation Office (GST & PAYGW)		75,926	62,205
		<b>141,169</b>	<b>114,174</b>
<b>NOTE 8: PROVISIONS</b>			
CURRENT			
Employee benefits - Annual Leave	8(a)	83,239	68,097
NON-CURRENT			
Employee Benefits - Long Service Leave	8(a)	82,323	72,643
(a) Aggregate employee benefits liability		<b>165,562</b>	<b>140,740</b>
<b>NOTE 9: OTHER LIABILITIES</b>			
CURRENT			
HCP Client Funds unexpended		47,657	68,569
		<b>47,657</b>	<b>68,569</b>

## Notes to the Financial Statements

	Notes	2017 \$	2016 \$
<b>NOTE 10: RETAINED SURPLUS</b>			
Retained surplus at the beginning of the financial year		<b>469,321</b>	<b>391,769</b>
<u>Net surplus (loss) for the year</u>		<b>403,579</b>	<b>77,552</b>
<b>Retained surplus at the end of the financial year</b>		<b>872,900</b>	<b>469,321</b>
<b>NOTE 11: CAPITAL AND LEASING COMMITMENTS</b>			
(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		<b>60,696</b>	<b>53,069</b>
- between 12 months and 5 years		<b>64,320</b>	<b>90,478</b>
- greater than five years		-	-
<b>Total lease commitments (GST inclusive)</b>		<b>125,016</b>	<b>143,547</b>
The commencement date of the original lease for 4-8 Parker Street, Footscray is 1st October 2013 and the expiry date is 30 September 2016. The Association exercised their option for a further term of 3 years to 30 September 2019. Rent payable per month is \$3,408.03 (GST inclusive).			
The Association signed a new lease at Suite 3, 57 Robinson St, Dandenong for a term of 2 years commencing on the 8 <sup>th</sup> February 2017 and terminating on the 7 <sup>th</sup> February 2019. Rent payable per month is \$ 1,650 (GST inclusive).			
<b>NOTE 12: CASH FLOW INFORMATION</b>			
(a) Reconciliation of cash			
Cash at the end of the financial year as shown in the statement of Cash Flows is reconciled to the related items in the statement of financial position as follows:			
<b>Cash at bank</b>		<b>1,006,994</b>	<b>512,874</b>
		<b>1,006,994</b>	<b>512,874</b>

## Notes to the Financial Statements

**NOTE 12: CASH FLOW INFORMATION (continued)**

	Notes	2017	2016
		\$	\$
Surplus (Deficit) from ordinary activities after income tax	<b>403,579</b>	<b>77,552</b>	
Non-cash flows in profit from ordinary activities			
Depreciation	<b>17,268</b>	<b>24,644</b>	
Net (gain) / loss on disposal of property, plant and equipment	<b>2,075</b>	-	
Movement in doubtful debts provision	<b>30,000</b>	<b>1,000</b>	
Changes in assets and liabilities			
(Increase)/decrease in receivables	<b>1,758</b>	<b>(99,389)</b>	
(Increase)/decrease in other assets	<b>21,826</b>	<b>(27,991)</b>	
Increase/(decrease) in unexpended grants	<b>(20,912)</b>	<b>68,569</b>	
Increase/(decrease) in payables	<b>26,994</b>	<b>18,079</b>	
Increase/(decrease) in provisions	<b>24,822</b>	<b>27,510</b>	
Cash flows provided by (used in) operations	<b>507,410</b>	<b>89,974</b>	

**NOTE 13: ASSOCIATION DETAILS**

The principal place of business of the association is:

Australian Croatian Community Services Incorporated

4 -8 Parker Street, Footscray VIC 3011

### Statement by Members of the Committee

The committee have determined that the association is not a reporting entity.

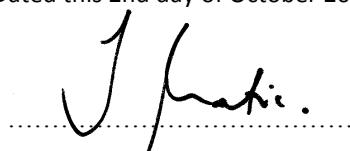
The committee have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report:

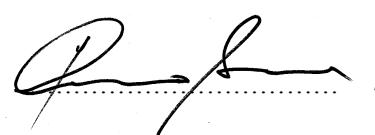
1. Presents a true and fair view of the financial position of Australian Croatian Community Services Incorporated as at 30 June 2017 and its performance for the financial year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Australian Croatian Community Services Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the Committee by:

Dated this 2nd day of October 2017



Jenny Matic, Chairperson



Slavko Bilos, Treasurer

## Independent Audit Report

I have audited the financial report of Australian Croatian Community Services Incorporated (the association), which comprises the Statement of Financial Position as at 30 June 2017, the income and expenditure statement 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 statement by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In my opinion, the accompanying financial report gives a true and fair view of the financial position of the association as at 30 June 2017 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the Associations Incorporation Reform Act 2012 (Vic).

**Basis of Opinion** I conducted my audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. I am independent of the association in accordance with 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 believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for our 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 to assist the association to meet the requirements of the *Associations Incorporation Reform Act 2012 (Vic)*. 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 Committee for the Financial Report** The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the *Associations Incorporation Reform Act 2012 (Vic)*, and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

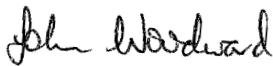
In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

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

As part of an audit in accordance with 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 our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's 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 association'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 association 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 committee 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.



**John Woodward - Chartered Accountant**, Level 5, 398 Lonsdale Street, Melbourne Vic 3000

Dated 2nd day of October 2017

**YOUR NEEDS OUR SERVICES**

**Disclaimer to the members of  
Australian Croatian Community Services Incorporated**

The additional financial data following is in accordance with the books and records of the association which have been subjected to the auditing procedures applied in our statutory audit of the association for the financial year ended 30 June 2017. It will be appreciated that our statutory audit did not cover all details of the additional financial data. Accordingly, I do not express an opinion on such financial data and we give no warranty of accuracy or reliability in respect of the data provided. Neither the firm nor any member or employee of the firm undertakes responsibility in any way whatsoever to any person (other than Australian Croatian Community Services Incorporated) in respect of such data, including any errors of omissions therein however caused.

**John Woodward , Chartered Accountant**  
2nd October 2017

**Detailed Income & Expenditure Statement**

for the year ended 30 June 2017

	2017 \$	2016 \$
<b>INCOME</b>		
<b>Grants received</b>		
Department of Health		
-CHSP	456,555	-
-HCP Subsidies	682,855	557,119
Department of Education & Training (Vic)		
- Southern and Eastern Metropolitan	29,371	29,371
- Central Western Metropolitan	3,999	3,791
Department of Health & Human Services (Vic)	91,957	524,274
Other Grants and Contributions		
DOH-CVS	36,617	36,111
<b>Total Grants received</b>	<b>1,301,354</b>	<b>1,150,666</b>
<b>Other Income</b>		
Activities Income	44,337	66,162
Brokerage	809,355	620,217
HCP & CHSP Client Fees	82,699	92,376
Donations	1,385	-
Interest Income	8,765	7,144
Croatian classes	28,664	29,466
Refunds of GST - prior periods	169,094	-
Miscellaneous Income	4,464	9,239
<b>Total Other Income</b>	<b>1,148,763</b>	<b>824,604</b>
<b>TOTAL INCOME</b>	<b>2,450,117</b>	<b>1,975,270</b>

## Detailed Income & Expenditure Statement

for the year ended 30 June 2017

### **LESS EXPENSES**

	<b>2017</b>	2016
	\$	\$
Accounting and audit fees	11,830	8,230
Advertising & Promotion	2,481	300
Annual leave (movement in provision)	15,142	4,843
Bad Debt Write-off	-	-
Bank Charges	243	220
Computer and IT Support expenses	35,722	38,798
Consulting services	4,502	-
Depreciation	17,268	24,644
Doubtful Debts Provision	30,000	1,000
Internet expenses	1,809	1,681
Legal & Filing expenses	600	-
Light, Power, rates and water	12,433	9,993
Loss on write-off of assets	2,075	-
Long Service Leave provision	9,681	22,666
Meeting and Function costs	2,156	3,339
Carry forward expenses	145,942	115,714

## Detailed Income & Expenditure Statement

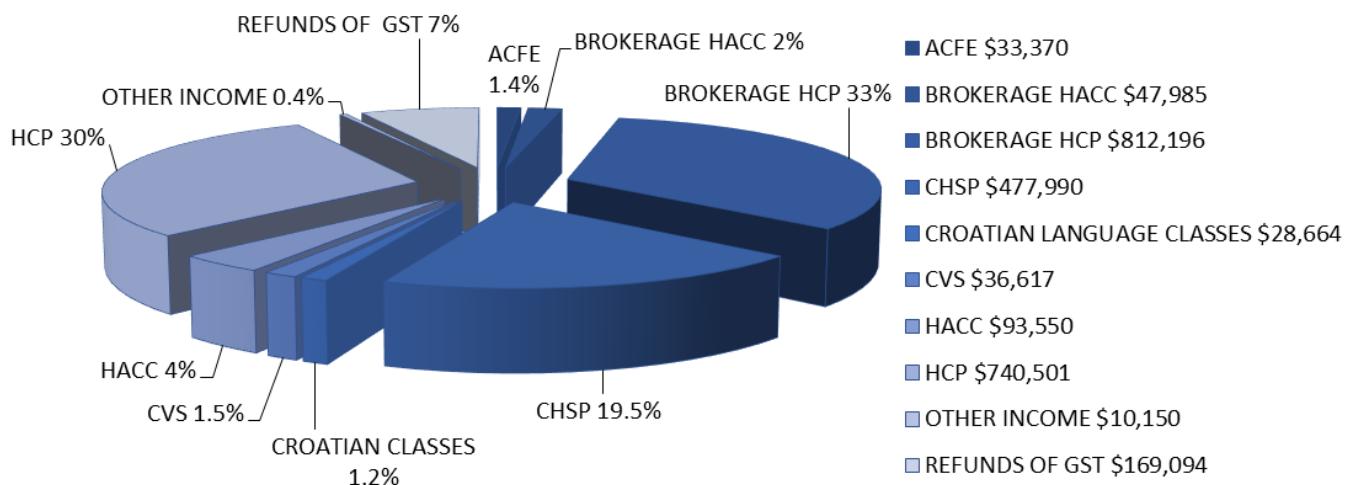
for the year ended 30 June 2017

	2017	2016
	\$	\$
Carried forward expenses	145,942	115,714
Office Supplies	17,161	17,751
Penalties and interest	-	-
Postage	1,231	1,175
Program expenses	83,709	72,713
Publications and subscriptions	14,849	13,330
Rent	60,760	62,073
Repairs and maintenance	33,907	31,199
Salaries and wages	1,454,234	1,369,969
Staff amenities	5,377	2,955
Sundry expenses	4,544	2,621
Superannuation	133,971	116,272
Training and other employer costs	17,635	16,977
Telephone	13,553	13,039
Travel Allowance - Volunteers	23,479	28,986
Travel expenses	5,399	6,038
Website expenses	270	-
Workcover and Insurances	30,517	26,906
<b>TOTAL EXPENSES</b>	<b>2,046,538</b>	<b>1,897,718</b>
<b>OPERATING SURPLUS/(LOSS)</b>	<b>403,579</b>	<b>77,552</b>

# Financial Snap Shot

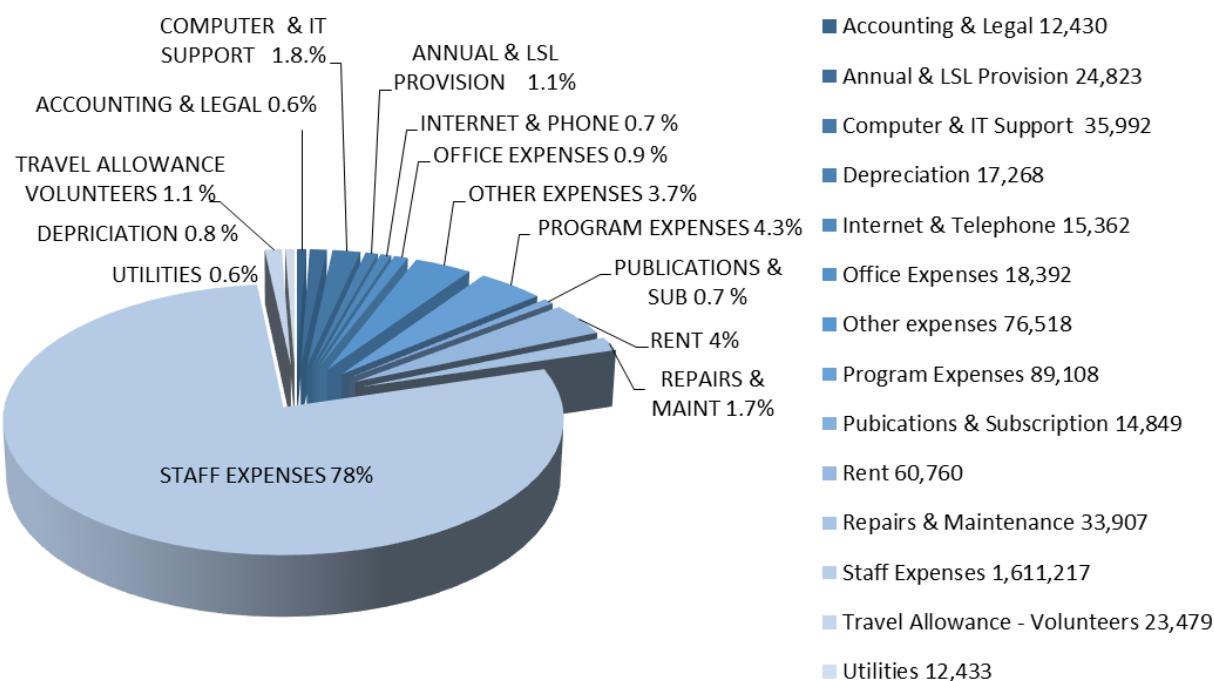


## ACCS Income 2016 - 17



Total Income: \$ 2,450,117.00

## ACCS Operating Expenses 2016/17



Total Expenses: \$ 2,046,538.00

## THANK-YOU TO OUR FUNDING PARTNERS



*Let's have fun together!*  
Intergenerational activities,  
i.e. cooking, art, digital games,  
conducted at the Footscray Social  
Support Group



4-8 Parker St  
Footscray Vic 3011  
03 9689 5811

Suite 3, 57 Robinson St  
Dandenong Vic 3175  
03 9791 6000

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