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# WHAT WE STAND FOR

## OUR 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.

## OUR 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.

## OUR GUIDING PRINCIPLES

Your Needs - Our Services

Culturally tailored services aligned with individual, family and community needs.

## OUR VALUES

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

### ① WE VALUE DIVERSITY AND MULTICULTURALISM

- Victorians come from more than 200 countries, speak 260 languages and dialects, and follow 135 religious faiths.
- Our company founders, are a part of those who came to Victoria. We are bound through that experience to many in the community.
- We instinctively recognise and value multiculturalism as we are a part of the rich fabric of cultures, languages and faiths that multiculturalism refers to.
- We recognise and value people's diversity, equality and human rights.

### ② 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.

### ③ 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.

### ④ 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.

# CHAIRPERSON AND CHIEF EXECUTIVE OFFICER'S REPORT



We are honoured to be presenting our AGM Report for 2017/2018. The past year has been another one of great opportunity for ACCS and we are pleased to report that staff have embraced the challenge allowing us to again significantly grow our services and revenue.

Jenny Matic, Chairperson  
Franci Buljat, Chief Executive Officer





**Jenny Matic**, Chairperson



**Franci Buljat**, CEO

## What have we done throughout the year

### BRANDING

ACCS hosted a successful event “Cro Dinner Dance” in October 2017, raising awareness and much needed funds for their Information sessions to the community, and assisting sister organisation Victorian Aged Care Services in their efforts to build Aged Care facility. We participated in numerous events, community engagement programs, promoting ACCS, and these include Geelong Culinary Festival, Experience Casey, See Hear Taste Festival, Forgotten Art Exhibition and many more information sessions to seniors.

### PROVISION

ACCS is one of the leading community services organisations providing culturally and linguistically responsive programs and projects. We have been focused on growth and development, quality service and continuous improvement.

### Home Care Services

In 2017/2018 we achieved strong service outcomes and growth within Home Care Packages Program, delivering 12,630.50 hours of services, supporting 83 individuals to remain living in their homes. Brokerage, Private HCP Services and basic support program through Domestic Assistance remained strong with over 130 individuals receiving assistance. It is pleasing to see that community is choosing ACCS as their provider of choice.

### Volunteer and Social Support Services

ACCS continued to provide valuable support to community through organised weekly social support groups, where people gather to participate in various activities, take part in outings and have information sessions. Our volunteers continued supporting frail and isolated by visiting them in their homes and residential facilities and taking them to other social outlets.

### Quality Review by AACQA conducted on 23 April 2018

Both Home Care Packages Program and Commonwealth Home Support Program met all 18 outcomes (under three major standards) checked at Quality Review Assessment on 23 April 2018, conducted by the Australian Aged Care Quality Agency.

### Education programs

There is continued interest to attend pre accredited computer and literacy courses, funded by ACFE. Our self-funded Croatian language Courses are going from strength to strength, ACCS is now offering three enrolments throughout calendar year, thus providing more options to prospective students.

### DIVERSIFICATION

#### New Location

ACCS opened its Geelong office in January 2018, which enabled us to assist more people, offering support and information to access services.

#### NDIS

Registration process is still underway for approved NDIS provider status. The groups fall under core support and capacity building supports.

### EFFICIENCY

In order to further develop service capabilities, ACCS continued to focus on program and workforce restructuring, with staff undertaking various training and up skilling opportunities; from external seminars and conferences, to internal workshops and online courses.

None of this would be possible without the dedication and hard work of all the office staff and Direct Care Workers at ACCS, and we thank each and every one of them. They always go above and beyond, providing invaluable services, and I am very proud of them. Special thanks to senior staff, Senka Grancieri, Marina Rozic and Lily Silic for their ongoing commitment to the organisation. We also wish to thank all our volunteers. They are wonderful people who contribute to the wellbeing of the people in our care and contribute greatly to the continued success of our organisation.

We thank all the Committee of Management members for their time, expertise and strategic guidance.

**Thank you to the Commonwealth and State governments for their continued funding and support and we acknowledge our community partners and sponsors for their ongoing support of ACCS.**

We envisage a strong and prosperous future for ACCS.

# TREASURER'S REPORT



It is my pleasure to report to the members the state of ACCS finances in 2017/2018.

Slavko Bilos, Treasurer





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

**Slavko Bilos, Treasurer**

**Income for the 2017/2018 financial year was \$2,813,925, which represents continued growth compared with income of \$2,450,117 for the previous 2016/2017 financial year.**

Expenditure for the 2017/2018 period was \$2,386,931, leaving a surplus of \$426,994.

Income was once again generated mostly in our three key service areas – Home Care Packages Program (\$1,124,934 or 40%) Brokerage Services (\$823,416 or 29%) and Commonwealth Home Support Program (\$514,155 or 18 %).

\$1,887,392 or 80 % of expenditure was on staffing, an investment which pays dividends for our members in terms of service delivery. The remaining \$499,539 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 by all the staff and Committee of Management 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 Auditor, John Woodward, Chartered Accountant, and the members of ACCS Committee of Management, 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.

WHO WE ARE



# COMMITTEE OF MANAGEMENT

The Committee of Management (the Board) 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 backgrounds, interests and expertise and our members are committed to achieving best practice in corporate governance.

**There were six COM meetings held in 2017/2018. They were held on:**

- 13 September 2017
- 25 October 2017
- 14 January 2018
- 28 February 2018
- 10 April 2018
- 8 May 2018.

## OUR CURRENT MEMBERS AND THEIR SKILLS AND EXPERTISE INCLUDE:

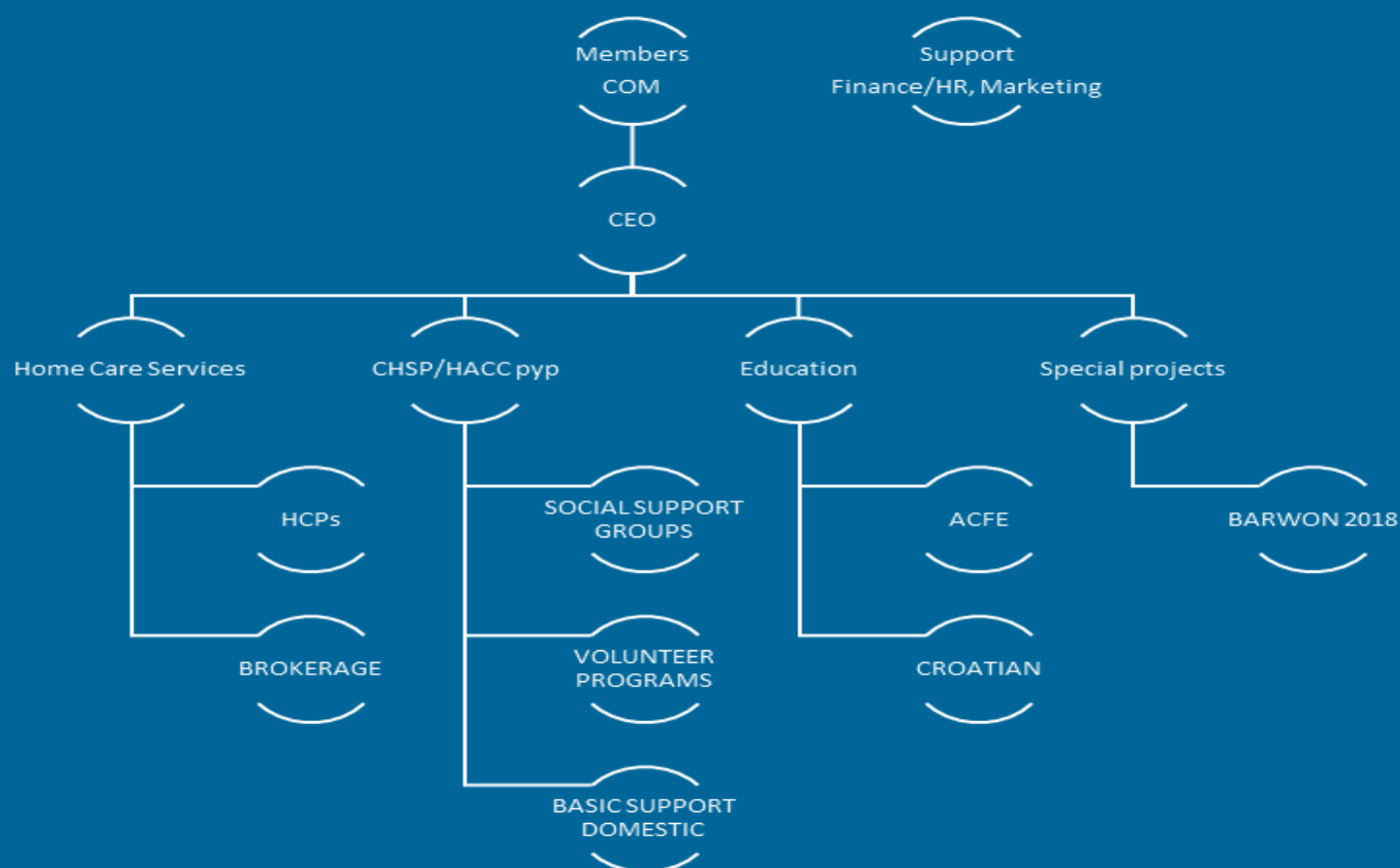
- **Jenny Matic** - highly accomplished executive with extensive public sector experience, including health and aged care. Her current role is with the Department of Health as Senior Adviser.
- **Dr Miro Ljubicic** - an educator and IT consultant with a PhD in Business.
- **Slavko Bilos** - a former financial management professional and has volunteered with many Croatian clubs including Australian Croatian Association, Melbourne Knights, Croatian Credit Union and Hajduk Soccer Club.
- **Michael Pernar** - well-known in the community for his long-standing role as CEO of Laverton Community Integrated Services.
- **Boris Jakovac** - had a financial career with the ATO, is semi-retired and now hosts a radio program on 3ZZZ Croatian.
- **Ecija Fiamengo** - the Secretary of the Croatian Senior citizen's Club in Sunshine and also on the board of the Croatian Catholic Welfare Association.
- **Amanda Jakovac** - works as a specialist in employment relations and workers compensation.

## ATTENDANCE RECORDS AT THE MEETINGS:

CURRENT COM	POSITION HELD	MEETINGS HELD (6)	MEMBERSHIP
Jenny Matic	Chairperson	A 6 / E 6	Member since 2015
Dr Miro Ljubicic	Vice-Chair	A 4 / E 6	Member since 2013
Slavko Bilos	Treasurer	A 4 / E 6	Member since 2015
Michael Pernar	Member	A 5 / E 6	Member since 2004
Boris Jakovac	Member	A 3 / E 6	Member since 2015
Ecija Fiamengo	Member	A 6 / E 6	Member since 2016
Amanda Jakovac	Member	A 5 / E 6	Member since 2017

A = attended; E = eligible to attend

# OUR STRUCTURE



## Senior Management and Support Team

**CEO** Franci Buljat

**Finance Officer** Senka Grancieri

**Business Development and Marketing** Lisa Field  
(until March 2018)

## Home Care Services

**Program and Case Manager** Marina Rozic

**Case Manager** Marijana Roden

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

**Rostering and Service Administration** Vera Paleka

**Rostering and Service Administration** Carla Grancieri

## Commonwealth Home Support Program/HACC yp

**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** 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

## Education Services

**Coordinator** Rosie Jurina

**Sessional Tutor** Darko Kotevski

**Sessional Tutor** Sanja Sokora

**Sessional Tutor** Zdravko Rajic

**Sessional Tutor** Senka Grancieri

## We cannot do the work we do without them



### OUR DIRECT CARE WORKERS

Ambros Zdenka  
Atanasova Milojka  
Barisic Silvija  
Basic Brigita  
Bercsenyi Maria  
Bionda Jasminka  
Bosnjak Bernarda  
Brekalo Mirjana

Cicak Ermina  
Garic Ivanka  
Goja Ljiljana  
Guljas Katica  
Husag Eva  
Jelicic Ana  
Jukic Katie  
Juresic Gordana

Konjevic Milena  
Mateski Zaklina  
Matkovic Ankica  
Pavleka Mira  
Pejic Natasa  
Puratic Verica  
Radivoj Jasminka  
Raic Valerie

Salic Berta  
Skupnjak Slavka  
Teljega Zelislava  
Visevic Zdravka  
Vucica Mila  
Zagar Bernarda

### OUR VOLUNTEERS

Antonic Martin  
Benic Ankica  
Bijelic Stefica  
Bosnjak Klara  
Cicvija Ivanka  
Culjak Marija  
Cvitkovic Irena  
Ercegovic Milan

Ercegovic Milka  
Herceg Josipa  
Hodinj Stefka  
Hojzan Ljubica  
Ivicevic Janja  
Jakicic Bozena  
Jezovita Dragica  
Kanjuh Vlado

Koch Antun  
Kovacevic Katica  
Kralj Nada  
Marinovic Rosa  
Milanovic Katica  
Modric Marija  
Muhvic Rudi  
Pajic Tanja

Romic Ana  
Sagor Zrinka  
Simunic Stefica  
Stojan Verona  
Sumbera Ana  
Tadic Ema  
Tomic Ana  
Tomic Branko

# HOME CARE SUPPORT SERVICES



We would like to take this opportunity to thank all our consumers for their continued support and for letting us assist them with their care needs and choices.

Marina Rozic, Program Manager





# HOME CARE PACKAGES

As 2018 comes to a close, we reflect on the past year and what we have accomplished. Over the last twelve months, we have continued to grow and strengthen as a service provider.

Often people find it difficult to manage by themselves at home for a range of reasons including age, disability or ailing health. Australian Croatian Community Services (ACCS) is dedicated to ensuring that each person has a right to choose what they would like to ensure a comfortable and easy transition as they age. Our goal is to provide high quality assistance to people with complex needs who want to continue experiencing life to the fullest.

The market place has become more competitive and consumers are seeking



their provider of choice. ACCS offers Home Care services across Metropolitan Melbourne and Geelong Regions. ACCS provides services so that older people from Croatia and Bosnia and Herzegovina can continue to enjoy life and remain in their own home supported by a consistent team of direct care workers. ACCS team provide services that are individualised and flexible.

Our team of case managers meet regularly with each of our Home Care Package consumers to support them in developing their goals and individual care plans. This has resulted in our consumers being happy and empowered to make choices as to how they live their life.

Our team of **30 Direct Care Workers** provide practical support services with care, sensitivity and respect.

- **Personal Care**  
Support with everyday tasks such as showering or getting dressed
- **Meal Preparation**  
Help to prepare healthy and nutritious meals
- **Domestic Assistance**  
General housework such as cleaning, washing clothes, mopping
- **Transport**  
Get to appointments or around the community
- **Social Support**  
Maintain an active social life in and outside the home.



83 Home Care Packages delivered in 2017/18	12,630.50 HCP hours of services provided to HCP consumers	51% HCP consumers between 81-90 Years of Age	71% receiving HCP are Female
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## WORKFORCE DEVELOPMENT

It has been a very challenging year in terms of maintaining trained and experienced Direct Care Workers at ACCS.

To meet the growing demand generated from Home Care Packages, five additional Direct Care Workers were recruited to service Metropolitan Melbourne, Mornington Peninsula and Geelong Regions. ACCS has a total of 30 DCWs providing in home care across regions.

Our DCWs have a minimum qualification of Certificate III in Home and Community Care, and/or Certificate III in Aged Care. They are required to have a current police check, hold an Australian drivers licence and first aid training. There is also continuous on-going training to ensure consumers care needs are met. All transport services are provided in roadworthy and insured cars. Workplace Health and Safety training is a requirement for all employees at ACCS, including Direct Care Workers. We are constantly working on

improving WHS procedures and wellbeing of our staff. ACCS has developed an improved WHS Procedures Manual which lines up with the latest Australian standards for safety.

All our DCWs are given sufficient information, instructions and training to enable them to carry out their duties safely and with minimum risk to themselves and our consumers.



Our DCWs are dedicated to empowering communities through their longstanding years of service.





## BROKERAGE AND PRIVATE CARE SERVICES

ACCS provides culturally specific services to support the elderly not only from Croatia and Bosnia and Herzegovina, but other non-English and English speaking consumers.

ACCS continues to provide excellent brokerage services in the North West and South East regions through its partner agencies. With the knowledge that ACCS can provide quick responses to their service requests, our partner agencies are providing ACCS with new clients and adding additional services to their existing consumers.

As a result of the excellent services, some brokerage consumers transferred services and became direct consumers of ACCS.

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

ACCS have Direct Care Workers who speak both Croatian, English as well as Hungarian and Macedonian. Our aged care providers include hospitals, community centres, local governments and private clients.

### ACCS partner agencies include:

- Access Care Southern
- Alfred Health Carer Services
- Annecto
- Baptcare
- Benetas
- Brotherhood of St Laurence
- CareConnect
- Carers Victoria
- City of Melbourne
- Community Support Options
- Hammond Care
- IPC Health
- MECWA Care
- RDNS (Bolton Clarke)
- The Salvation Army
- Southern Cross Care
- State Trustees Ltd
- Uniting lifeAssist
- Villa Maria Catholic Home
- Western Health

ACCS provides Home Care Services across Metropolitan Melbourne, Mornington Peninsula and Geelong.

We provide services to older people who want to continue enjoying life and remaining in their homes.

**6243.75** hours of services were delivered in the South East region.

**8566.50** hours of services were delivered in the North West region.

“

You all make people in need life much easier now and in the future. God bless you all. Your help is the best present ever from our God and people of good will.. (Ivanka)

”



Ivanka and our Partner Organisation Client Adviser Sharon Jones (Care Connect)

# COMMUNITY SUPPORT SERVICES



We keep our clients connected with the community and regularly involve them in activities and events. Individualised support assists clients to set and reach their goals.

Lily Silic, CHSP Program Manager





## SOCIAL SUPPORT

Get together and stay active in the community

Social support programs are designed to provide support and care to eligible members of the target community.

ACCS implements reablement approach supporting our clients to improve their physical and cognitive capacity.

Commonwealth Home Support Program, Home and Community Care up and Community Visitors Scheme are services delivered by ACCS through:

- 1 Social support and planned activity groups
- 2 Volunteer visits - volunteer transport
- 3 Domestic assistance
- 4 Group visits to nursing homes and one on one visits to eligible clients

### “Forgotten Art” Exhibition

was a special event that took place between March and May at the Hunt Club Community and Arts Centre, Deer Park.

The exhibition consisted of art work created by our clients across all regions. Community members and all social support groups took time to visit the exhibition.

Being healthy, physically active and socially engaged throughout once life has many benefits, especially as people grow older. This philosophy is continuously encouraged and conveyed in a number of ways, including tailored information sessions. Some sessions that were delivered: Beyondblue, Hearing Australia, How to access Home Care Packages, Men’s health.



Our social support groups are the place where our clients feel welcomed, at home, and are among friends.

They look forward to the weekly group activities. The group is a place where they laugh together, do activities, enjoy outings and special milestones. For some of them, it is their lifeline! It makes life easier and loneliness bearable.

The last 12 months have been active with all groups participating in a variety of activities: gentle exercises, men’s shed, craftwork, regular bocce games, reading and walking groups were only some of the activities that our clients took part in.

Our knitting groups worked tirelessly knitting blankets for residents in aged care facilities.



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## VOLUNTEER VISITS AND TRANSPORT

### Enriching lives of our isolated elderly

ACCS is fortunate to have a core group of volunteers that assist clients through friendly visits and provide transport to various weekly activities. Some volunteers also regularly visit Croatian residents in aged care facilities, providing them with community interaction and opportunity to speak to someone in their own language. The dedication, compassion and attention that our volunteers bring with them when visiting our clients are priceless.

*As Mother Theresa once said: "We ourselves feel that what we are doing is just a drop in the ocean. But the ocean would be less because of that missing drop."*

*"Love and kindness are never wasted. They always make a difference. They bless the one who receives them and they bless you, the giver."*

*Barbara De Angelis*

## COMMUNITY VISITORS SCHEME PROGRAM

Group visits to nursing homes and one on one visits to eligible clients – bringing community to individuals.

This program support is twofold: volunteers visiting clients in their homes in receipt of a Home Care Package; volunteers visiting (two and more) residents in aged care facilities.

During the past year, in the Southern Metropolitan region our volunteers visited **4** clients in their home providing **118** hours of service. These clients are also receiving Home Care Packages.

Volunteers also visit Croatian speaking residents in full time care.

In the last 12 months, volunteers visited **8** facilities across North, West and Southern Metropolitan regions delivering **1,676 hours** of service to **22** groups or **43** Croatian speaking people living in permanent residential care.

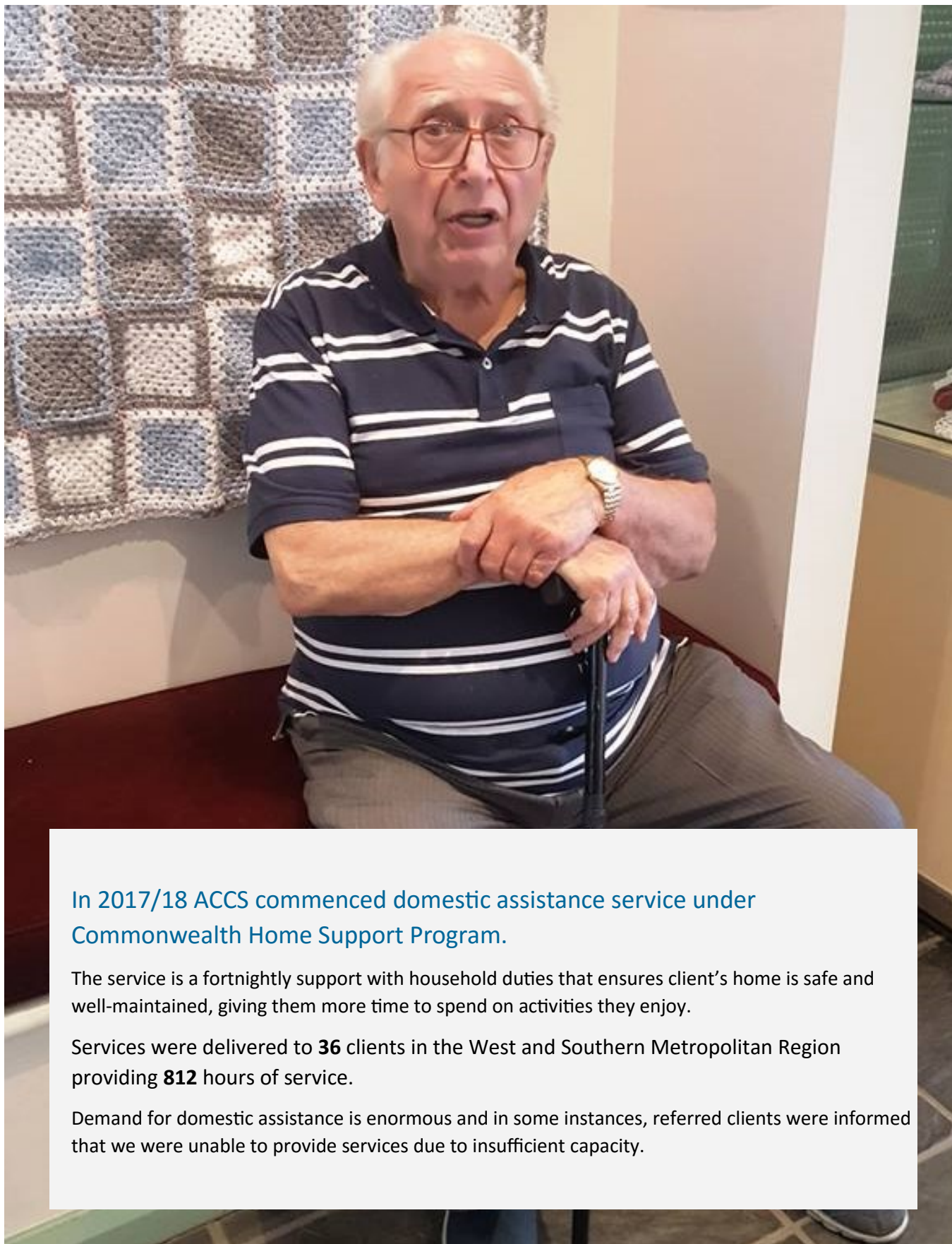




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## DOMESTIC ASSISTANCE

A helping hand around home



In 2017/18 ACCS commenced domestic assistance service under Commonwealth Home Support Program.

The service is a fortnightly support with household duties that ensures client's home is safe and well-maintained, giving them more time to spend on activities they enjoy.

Services were delivered to **36** clients in the West and Southern Metropolitan Region providing **812** hours of service.

Demand for domestic assistance is enormous and in some instances, referred clients were informed that we were unable to provide services due to insufficient capacity.

# OUR STORIES

With ACCS support, Mirko and Ivka are able to regularly attend the Australian Croatian Senior Citizens Club Croatia Sunshine.

Participating in group activities provide them both with the opportunity to get out, socialise and meet up with the people from Croatian community.



## LIFE WITH ACCS

**Mirko Rastocic** and his wife Ivka migrated from Croatia to Australia over 40 years ago. They have two children and several grandchildren.

After a life changing illness in 2016, Mirko's body was not cooperating to full capacity, He was no longer able to drive or go out independently.

As a keen soccer enthusiast, one of the most disheartening challenges Mirko faced was no longer being able to enjoy physical activities. Following surgery, Home Care services were the best option.

*"The best thing about being with ACCS is knowing exactly what services I can access and how they will be provided by people who speak Croatian. I receive help with personal care, cleaning, gardening and transport to attend the Senior Citizens Club Croatia. ACCS also has helped with the little things that mean a lot to me, and this has made all the difference to life at home. I even use vouchers to travel independently to medical appointments in the city."* (Mirko)



**Slavko Sekulic** was born in Bosnia and Herzegovina. He lived and worked as an electrical engineer in Sarajevo until 1992. He came to Australia in 1997, with wife Sonja.

Slavko's interest in electronics goes back to elementary school. Joining Radio amateur club (Hem Radio) was a passion and remains his greatest hobby. He was very successful and amongst many rewards received the highest technical acknowledgments include golden plaque 'Boris Kidric' and gold plaque 'Nikola Tesla'.

Slavko's other passion is photography.

Slavko has been receiving assistance from ACCS for almost a year and is very pleased with all the support he receives.

Slavko gave praise for Direct Care Workers Katica and Jasminka for doing their job professionally and with love.

The last financial year **83** consumers like Mirko and Slavko were able to live safely and independently at home, receiving more than **12,630.50** hours of direct care from ACCS.



## WE VALUE CONSUMERS FEEDBACK

*'We definitely needed this kind of interest social support group... I enjoy meeting with my peer men friends from the same, Croatian background...I love art and craft activities as I've always been very good with my wood carvings and some other handy craft and art work... I also enjoy our interesting and informative information sessions, Yoga, outings and bus trips...' client **AN***

*"I joined the Bundoora Group from the very beginning and I am really enjoying all our planned activities... I've been writing all my life and I've been doing volunteer work for many years and I found that this group was the best way to express myself artistically.*

*I love our outings where group members meet with other people from Croatian background and where we have opportunity to socialise and exchange our life experiences." client **PV***

*"I am married to a woman of a different nationality and this group of men from my own background (Croatian) is the only opportunity for me to socialise and speak my own language...*

*I enjoy the light sports programs and participate in art and craft activities, where I can express myself in a creative way. I've always been a handyman and good with woodwork." client **DG***

*"Finally, some light at the end of the tunnel! When I was invited to join this unique Croatian MEN's Group about a year ago, I realised what was missing in my life...*

*I absolutely enjoy all our planned activities and love the fact that this kind of service reduced my own social isolation and allowed me to express myself in many artistic ways...MEN's Shed is the best organised activity where our members can continue using their hands. We have made some beautiful products from framed mirrors, clay sculptures, mosaics, gold gilded reliefs, decorated plant pots etc." client **EP***



# CONSUMER ENGAGEMENT

Consumer engagement is the meaningful involvement of consumers in the decision-making about the organisation's planning and policy development as well as in the delivery of services and decisions relating to consumers' wellbeing and that of their community.

## CONSUMERS VOICE GROUP

Since 2015 ACCS actively engages consumers and staff in decisions about how services are run, by working together to improve in a meaningful and responsive way.

Consumer is a term used to describe:

- clients – people who are using, have used, or may use the services of Australian Croatian Community Services (ACCS)
- carers – family or friends providing unpaid care and who may also receive services

- Communities – groups of people who have an interest in the development of health services
- COM members and staff

The role of the Consumers Voice Group is to be a “voice” for consumers and to work in partnership with ACCS to improve outcomes for consumers. It has been great to see such an interest from all the stakeholders, three year on.

We would like to take this opportunity to thank all the members who volunteered their time in all the meetings, very actively engaging in what matters most to ACCS; clients care and opportunities and challenges in the future. These are our clients receiving either home care packages or other support through Commonwealth Home Support Program, our Direct care Workers, Volunteers and Committee of Management members.

We all need to be involved...



Consumers Voice Meeting



# ADULT COMMUNITY EDUCATION



Thank you to all those that have been involved in our education programs from tutors, teachers, students and volunteers. Your commitment and continued interest has enabled us to grow and attempt new ventures with new strategies in adult learning.

Rosie Jurina, Coordinator







ACCS's adult education programs have been an integral component of the organisation's service delivery for well over 26 years.

Croatian Language Classes and computer/digital literacy classes are geared towards adult learners and have played an important role in personal skill development. Interest in Croatian Language Classes continues to grow, but success of the Croatian National Soccer team on the world stage in June this year has seen student numbers hit an all-time high. Course restructuring in 2018 and introduction of more frequent enrolments, decreased the waiting time between course start dates. This in turn had a greater flow on effect for students and continued interest. Classes are held in Footscray and Dandenong on a weekly basis. All levels are catered for, with Beginner I and II being the most popular. Students enrol into classes for a variety of reasons including travel, business opportunities or reconnecting with family and cultural traditions.

Computer and Digital literacy classes are funded by the Adult, Community & Further Education (ACFE) board under the pre-accredited program. Funded for 2 500 student contact hours, pre-accredited learning encourages learners to seek alternative pathways to further education, paid work or volunteering. Our classes are designed to be flexible in delivery to accommodate the hard to reach learners. In 2018, we



were fortunate to be able to run classes in the evening with a proven positive outcome. All classes are from 2-3 hours long between 12-15 weeks duration. Programs are classroom based in the South East and South West. The courses offered in the 2017/2018 year included Communication

and Computers and Introduction to Digital Literacy. Student's enrolment was dependant on their individual need and learning pathway.

ACCS successfully re-registered as a Learn Local provider with the ACFE Board and this is operative until December 2023.

Re-registration ensures that providers not only deliver quality training but obtain eligibility for receiving Victorian Government funding administered by the ACFE Board.

Bilingual tutors add to the positive learning experience and provide students a range of teaching styles, with hands on experience proving to be the most popular and valuable. The positive learning experience was enhanced with the continuity of same tutors for both programs. Croatian teachers Zdravko Rajic, Sanja Sokora and Senka Grancieri brought with them a bright light, positive teaching approach and wealth of experience. Computer and Digital Literacy tutors, Darko Kotevski and Sanja Sokora continued to manage and run the pre accredited classes in an energetic and entertaining setting.

ACCS's education programs successfully ended 2017/2018 with both programs fulfilling legal and financial requirements. Thank you to all those that have been involved in our education programs from tutors, teachers, students and volunteers. Your commitment and continued interest has enabled us to grow and



attempt new ventures with new strategies in adult learning.

*"I would like to place on the record that the classes were a wonderful experience, the fellow students are great and very patient with this slow learning Aussie!! Senka is a fantastic teacher and makes class a fun place to be." (Phil)*

# OUR LOCATIONS



We sincerely thank the Church Committee for their generous offer to use their space free of charge.

ACCS Staff and Management



## ACCS EXPANDS ITS SERVICES IN GEELONG

We are really excited to enter a new phase in the growth of ACCS in 2018, as we expand our business opportunities into regional Victoria.

With a new office opened in Geelong, we are connecting with local community to show them what we can offer as an established and growing home care services provider. With an excellent track record and growing reputation in the metropolitan area of Melbourne, we now want to bring all of our skills and expertise into this new region.

Assisting the elderly to stay at their homes longer, through Home Care Packages Program, is our aim, but we couldn't achieve this without support and help from Geelong Croatian Community leaders.



Collaboration on a number of projects with Croatian Senior Citizens Groups, and other community based associations, has been influential in our decision to 'go south west' and seek a wider community to provide support to.

We are very much looking forward to the months ahead as we further establish ourselves in Bell Park and reach out to the community in the wider South West region. Most of all, we are excited about becoming an integral part of service providers network and working with elderly

clients to help them staying safe at home and in the community.

In response to continued demand, in January 2018, ACCS opened a new office in Bell Park, using church premises of local Croatian Catholic Centre "St Anthony".

We sincerely thank the Church Committee for their generous offer to use their space free of charge.



This new office gives us the ability to support even more elderly people to live independently in their own homes with support from our in-home services. Getting to know local community has been great, and many have already been referred for support services, some already receiving much needed help. (FB)

# FINANCIALS 2017/18

## Financial Report

- ❶ Income and Expenditure Statement
- ❷ Statement of Financial Position
- ❸ Statement of Cash Flows
- ❹ Notes to the Financial Statements
- ❺ Statement by Members of the Committee
- ❻ Independent Audit Report
- ❼ Additional Information  
(Detailed Income and Expenditure Statement)



## INCOME AND EXPENDITURE STATEMENT

For the Year ended 30 June 2018

	Notes	2018 \$	2017 \$
Revenue from ordinary activities	2	2,813,925	2,281,023
Extraordinary income	-	-	169,094
Employee benefits expense		(1,862,621)	(1,642,855)
Depreciation and amortisation expenses		(16,213)	(17,268)
Loss on write-off of assets	-	-	(2,075)
Bad debts write-off	-	-	-
Doubtful debts provision movement		(3,803)	(30,000)
Rent		(54,908)	(60,760)
Other expenses from ordinary activities		(449,386)	(293,580)
Borrowing costs expense	-	-	-
<b>Surplus before income tax expense</b>		<b>426,994</b>	<b>403,579</b>
Income tax revenue (income tax expense) relating to ordinary activities	-	-	-
<b>Surplus after income tax expense</b>		<b>426,994</b>	<b>403,579</b>

## STATEMENT OF FINANCIAL POSITION

As at 30 June 2018

	Notes	2018 \$	2017 \$
<b>CURRENT ASSETS</b>			
Cash assets	3	1,508,589	1,006,994
Receivables	4	151,972	167,986
Other	5	4,568	4,598
<b>TOTAL CURRENT ASSETS</b>		<b>1,665,129</b>	<b>1,179,578</b>
<b>NON-CURRENT ASSETS</b>			
Property, Plant & Equipment	6	35,900	39,533
Other	5	8,177	8,177
<b>TOTAL NON-CURRENT ASSETS</b>		<b>44,077</b>	<b>47,710</b>
<b>TOTAL ASSETS</b>		<b>1,709,206</b>	<b>1,227,288</b>
<b>CURRENT LIABILITIES</b>			
Payables	7	136,284	141,169
Provisions	8	80,730	83,239
Other	9	82,945	47,657
<b>TOTAL CURRENT LIABILITIES</b>		<b>299,959</b>	<b>272,065</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	8	109,353	82,323
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>109,353</b>	<b>82,323</b>
<b>TOTAL LIABILITIES</b>		<b>409,312</b>	<b>354,388</b>
<b>NET ASSETS</b>		<b>1,299,894</b>	<b>872,900</b>
<b>MEMBERS' FUNDS</b>			
Retained surplus	10	1,299,894	872,900
<b>TOTAL MEMBERS' FUNDS</b>		<b>1,299,894</b>	<b>872,900</b>

**STATEMENT OF CASH FLOWS**  
For the Year ended 30 June 2018

	Notes	2018 \$	2017 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts from Government and Sponsors		1,918,123	1,403,306
Other Income		1,145,311	1,231,324
Payments to suppliers and employees		(2,565,059)	(2,135,985)
Interest received		15,800	8,765
Borrowing costs		-	-
<b>Net cash provided by/(used in) operating activities</b>	<b>12 (b)</b>	<b>514,175</b>	<b>507,410</b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Payment for property, plant and equipment		(12,580)	(13,290)
<b>Net cash used in investing activities</b>		<b>(12,580)</b>	<b>(13,290)</b>
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>			
Repayment of borrowings		-	-
<b>Net cash provided by/(used in) financing activities</b>		<b>-</b>	<b>-</b>
Net increase/(decrease) in cash held		501,595	494,120
Cash at beginning of financial year		1,006,994	512,874
<b>Cash at end of financial year</b>	<b>12 (a)</b>	<b>1,508,589</b>	<b>1,006,994</b>

**NOTES TO THE FINANCIAL STATEMENTS**  
For the year ended 30 June 2018

**NOTE 1: 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**

Office furniture & equipment

Leasehold Improvements

**Depreciation Rate**

10-40% (Diminishing value method)

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 re-valued 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	2018 \$	2017 \$
<b>NOTE 2: REVENUE</b>			
<b>Operating activities</b>			
- interest	2(a)	15,800	8,765
- operating grants and subsidies		1,755,168	1,301,353
- brokerage		823,416	809,355
- HCP & CHSP fees		51,947	82,699
- GST refunds (prior periods)		-	169,094
- other income		167,594	78,851
		2,813,925	2,450,117
(a) Interest from:			
- other persons		15,800	8,765

## NOTE 3: CASH ASSETS

CBA Business Cheque Account	59,788	40,098
CBA Business Online Saver Account	88,488	192,744
Bendigo Bank - Investment Deposit Account	1,350,103	757,843
Bendigo Bank - Cash Management Account	4,450	13,094
Petty Cash and PayPal account	5,760	3,215
	1,508,589	1,006,994

	Notes	2018 \$	2017 \$
<b>NOTE 4: RECEIVABLES</b>			
<b>CURRENT</b>			
Trade debtors		156,972	201,986
<b>Less - Provision for Doubtful Debts</b>		<b>(5,000)</b>	<b>(34,000)</b>
Other Debtors - ATO		-	-
		<b>151,972</b>	167,986
<b>NOTE 5: OTHER ASSETS</b>			
<b>CURRENT</b>			
Prepaid Expenses		4,568	4,598
<b>NON CURRENT</b>			
Rental Bond		8,177	8,177
<b>NOTE 6: FIXED ASSETS</b>			
(a) Office furniture and equipment			
At cost		58,267	45,687
<b>Less accumulated depreciation</b>		<b>(42,651)</b>	<b>(36,579)</b>
		15,616	9,108
(b) Leasehold Improvements			
At cost		65,735	65,735
<b>Less accumulated depreciation</b>		<b>(49,555)</b>	<b>(41,466)</b>
		16,180	24,269
(c) Website Development costs			
At cost		3,200	3,200
<b>Less Accumulated Depreciation</b>		<b>(3,200)</b>	<b>(3,200)</b>
		-	-
(d) Software Licence costs			
At cost		14,159	14,159
<b>Less Accumulated Depreciation</b>		<b>(10,055)</b>	<b>(8,003)</b>
		4,104	6,156
<b>Total fixed assets</b>		<b>35,900</b>	39,533
<b>NOTE 7: PAYABLES</b>			
<b>CURRENT</b>			
Unsecured liabilities			
Trade creditors		-	-
Sundry creditors and accruals		70,969	65,243
Amounts payable to Australian Taxation Office (GST & PAYGW)		65,315	75,926
		<b>136,284</b>	141,169
<b>NOTE 8: PROVISIONS</b>			
<b>CURRENT</b>			
Employee benefits - Annual Leave	8(a)	80,730	83,239
<b>NON-CURRENT</b>			
Employee Benefits - Long Service Leave	8(a)	109,353	82,323
<b>(a) Aggregate employee benefits liability</b>		<b>190,083</b>	165,562



	Notes	2018 \$	2017 \$
<b>NOTE 9: OTHER LIABILITIES</b>			
<b>CURRENT</b>			
HCP Client Funds unexpended		<b>82,945</b>	47,657
		<b>82,945</b>	47,657

#### NOTE 10: RETAINED SURPLUS

Retained surplus at the beginning of the financial year		<b>872,900</b>	469,321
Net surplus (loss) for the year		<b>426,994</b>	403,579
<b>Retained surplus at the end of the financial year</b>		<b>1,299,894</b>	872,900

#### 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	<b>53,700</b>	60,696
- between 12 months and 5 years	<b>10,125</b>	64,320
- greater than five years	-	-

<b>Total lease commitments (GST inclusive)</b>	<b>63,825</b>	125,016
--	---------------	---------

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 \$3,375.03 (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).

#### NOTE 12: CASH FLOW INFORMATION

##### (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>1,508,589</b>	1,006,994
	<b>1,508,589</b>	1,006,994
Surplus (Deficit) from ordinary activities after income tax	<b>426,994</b>	403,579
Non-cash flows in profit from ordinary activities		
Depreciation	<b>16,213</b>	17,268
Net (gain)/loss on disposal of property, plant and equipment	-	2,075
Movement in doubtful debts provision	<b>(29,000)</b>	30,000
Changes in assets and liabilities		
(Increase)/decrease in receivables	<b>45,014</b>	1,758
(Increase)/decrease in other assets	<b>30</b>	21,826
Increase/(decrease) in unexpended grants	<b>35,288</b>	(20,912)
Increase/(decrease) in payables	<b>(4,885)</b>	26,994
Increase/(decrease) in provisions	<b>24,521</b>	24,822
<b>Cash flows provided by (used in) operations</b>	<b>514,175</b>	507,410

#### 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.

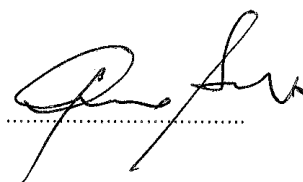
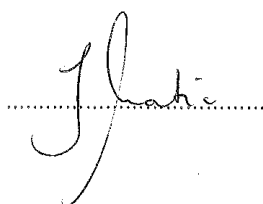
The committee have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

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 2018 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 25<sup>th</sup> day of September 2018



## INDEPENDENT AUDIT REPORT TO THE MEMBERS OF Australian Croatian Community Services Incorporated

### Report on the Financial Report

#### Opinion

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 2018, 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 2018 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 for 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 this 25<sup>th</sup> day of September 2018

**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 2018. 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.



25<sup>th</sup> September 2018

**John Woodward**  
**Chartered Accountant**

**DETAILED INCOME AND EXPENDITURE STATEMENT**  
for the Year ended 30 June 2018

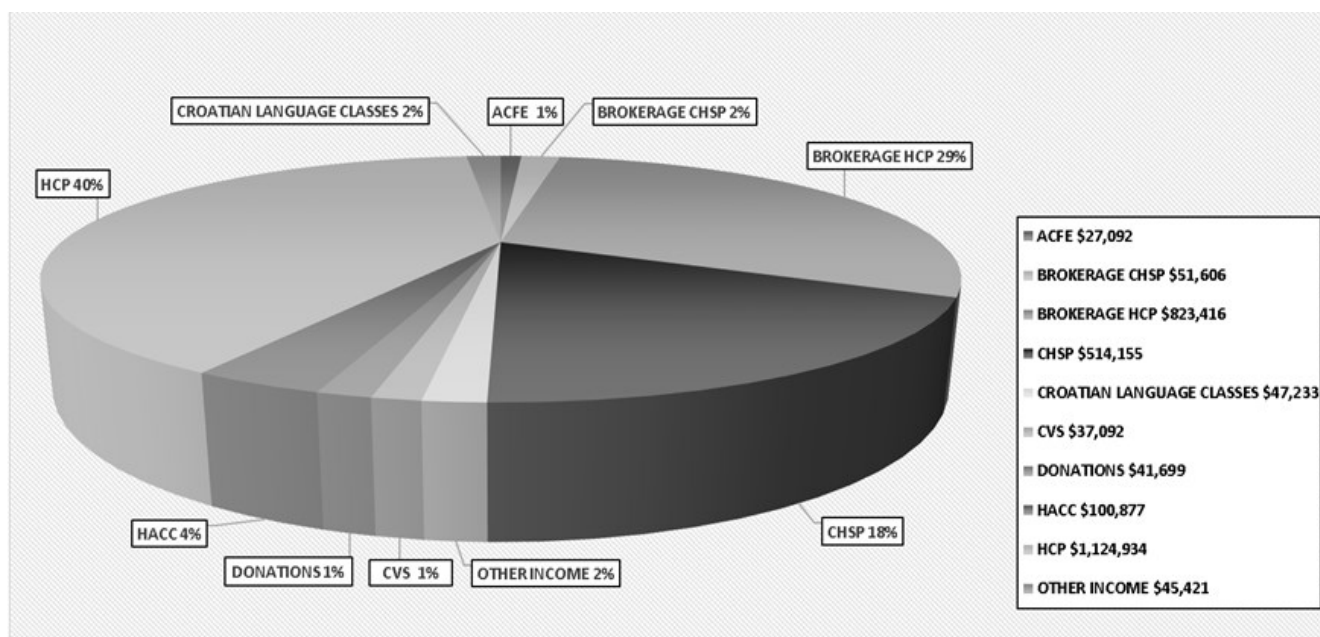
	2018 \$	2017 \$
<b>INCOME</b>		
Grants received		
<b>Department of Health</b>		
-CHSP	485,399	456,555
-HCP Subsidies	1,105,506	682,855
-CVS	37,092	36,617
Department of Education and Training (Vic)	27,490	33,370
Department of Health & Human Services (Vic)	99,681	91,957
<b>Total Grants received</b>	<b>1,755,168</b>	<b>1,301,354</b>
<b>Other Income</b>		
Activities Income	49,041	44,337
Brokerage	823,416	809,355
HCP & CHSP Client Fees	51,947	82,699
Donations	41,699	1,385
Interest Income	15,800	8,765
Croatian classes	47,233	28,664
Fundraising income	21,701	-
Refunds of GST - prior periods	-	169,094
Miscellaneous Income	7,920	4,464
<b>Total Other Income</b>	<b>1,058,757</b>	<b>1,148,763</b>
<b>TOTAL INCOME</b>	<b>2,813,925</b>	<b>2,450,117</b>



	2018 \$	2017 \$
<b>LESS EXPENSES</b>		
Accounting and audit fees	9,110	11,830
Advertising & Promotion	3,987	2,481
Annual leave (movement in provision)	(2,509)	15,142
Bad Debt Write-off	-	-
Bank Charges	466	243
Client expenses	151,870	97,888
Computer and IT Support expenses	51,311	35,722
Consulting services	3,500	4,502
Depreciation	16,213	17,268
Donations	41,845	-
Doubtful Debts Provision	3,803	30,000
Fundraising expenses	16,549	-
Internet expenses	1,364	1,809
Legal & Filing expenses	1,228	600
Light, Power, rates and water	17,957	12,433
Loss on write-off of assets	-	2,075
Long Service Leave provision	27,030	9,681
Meeting and Function costs	5,463	2,156
Office supplies and printing	24,932	17,161
Postage	1,353	1,231
Program expenses	21,954	15,250
Publications and subscriptions	19,095	14,849
Rent	54,909	60,760
Repairs and maintenance	14,734	9,877
Salaries and wages	1,657,053	1,454,234
Staff amenities	8,577	5,377
Sundry expenses	3,105	4,544
Superannuation	156,254	133,971
Training and other employer costs	16,248	17,635
Telephone	12,727	13,553
Travel Allowance - Volunteers	22,064	23,479
Website expenses	-	270
Work cover and Insurances	24,739	30,517
<b>TOTAL EXPENSES</b>	<b>2,386,931</b>	<b>2,046,538</b>
<b>OPERATING SURPLUS/(LOSS)</b>	<b>426,994</b>	<b>403,579</b>

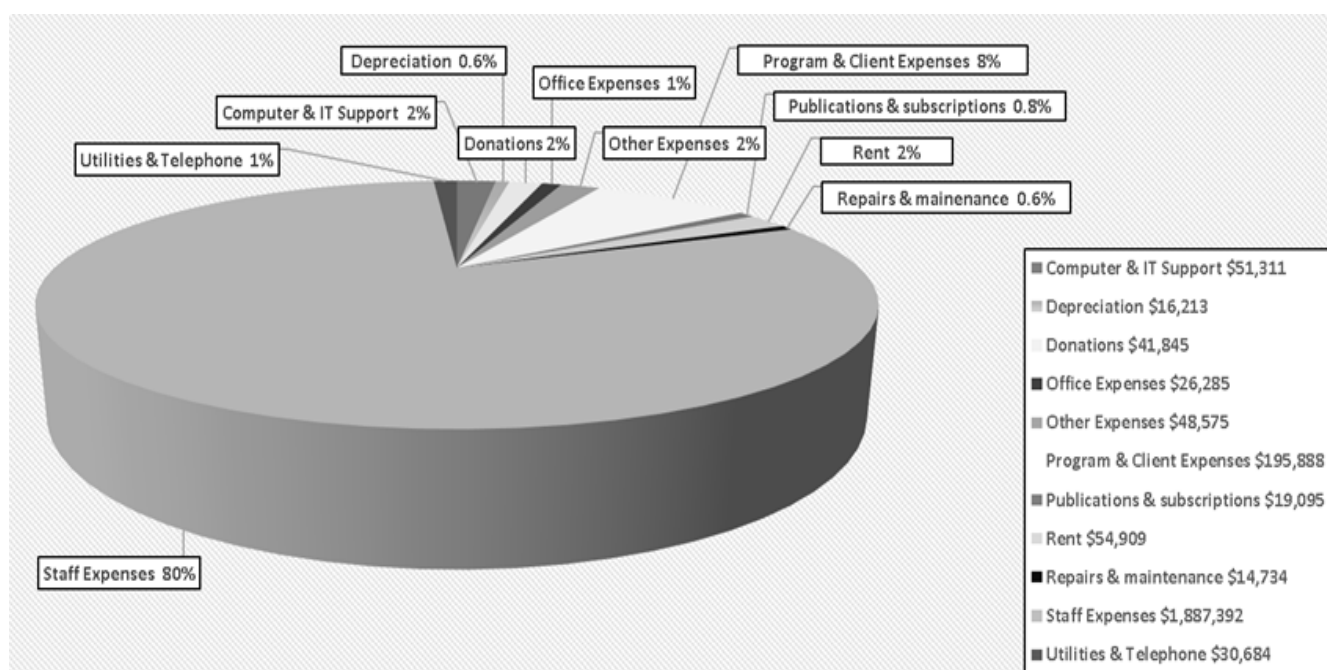
## FINANCES IN A SNAPSHOT

### ACCS Income 2017/18



**TOTAL Income: \$2,813,925**

### ACCS Operating Expenses 2017/18



**TOTAL Expenses: \$2,386,931**

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## ACKNOWLEDGEMENTS

Australian Croatian Community Services wish to sincerely thank all our COM, staff, volunteers, funders, councils, trusts and foundations for their financial and other support to our programs in 2017/18.

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



The Committee of Management, the CEO and staff would like to thank the individuals and organisations that have kindly made donations to the organisation during the 2017/18 financial year.

## STAY CONNECTED



Catch up on Facebook  
Australian Croatian Community Services



Watch us on YouTube  
[www.youtube.com/AustralianCroatianCommunityServices](http://www.youtube.com/AustralianCroatianCommunityServices)



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

## 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

**ABN** 64 270 128 675