

# ANNUAL REPORT

2020  
2021

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# OVERVIEW

## VISION

Enabling the Serbian community to enhance their quality of life and fully participate in the Australian Society.

## MISSION

To deliver sustainable and innovative services that addresses the evolving needs of the Serbian community.

## AIMS AND OBJECTIVES

- To ensure the long-term viability and sustainability of Serbian Community Association of Australia as a legal entity and as a service provider.
- To adequately and appropriately address the needs of the Serbian ageing community in Victoria.
- To ensure that the Serbian community and its needs are positively promoted within the wider Australian community.
- To ensure that the needs and issues of young people in the Serbian Community are adequately and appropriately addressed.

## VALUES

Innovation, Integrity, Inclusion, Passion and Empowerment

## BOARD OF DIRECTORS

President	Ljubica Petrov
Vice President	Silvana Vukadinovic
Secretary	Marija Dragic
Treasurer	Mica Avramovic
BOD member	Primrose White
BOD member	Smilja Ivanisevic

## STAFF

Manager	Marina Celebic
Project Officer	Biljana Radisic-Trickovic
Accountant	Jelena Mandic

# PRESIDENT'S REPORT

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I am pleased to be present Serbian Community Association of Australia Annual report for 2020-2021.

As a community based, not for profit organisation which provides the Serbian community with information, advocacy, referral, and social support services, we also continue to promote social integration, inclusion and cohesion and aim to enhance collaboration and partnership with the wider community.

On behalf of the Board, I wish to congratulate and thank our staff and volunteers who have continued to excel in the commitment to deliver support and services to our community under the very challenging conditions that Covid19 brought with it.

Since July 2020 our organisation has had to make great changes in the way we work and provide services and support to our clients.

Transitioning from physical to telephone and online contact has been especially challenging for many of our older clients and volunteers that support them. However, dedication from all of us has ensured that we maintain our services and successfully deliver a suite of projects.

Supporting vulnerable clients remained our main priority and through telephone contact we provided social support, welfare checks and regular community safety information.

Many of our valued volunteers are older people and they too were support in their uptake of technology which enabled them to remain informed and to maintain their social connections during lockdowns.

Launch of our new website has also enhanced our ability to promote the range of services we offer and ease of contact for potential clients.

Despite all these challenges we have successfully delivered on projects which predominately support Serbian older people and members of our partner communities: Community Visitors Scheme, funded by the Australian Government Department of Health, enables us to provide social support to isolated Serbian speaking older people who receive home care and residential aged care services.

With the introduction of restrictions on visits, our volunteers have provided telephone and online social support.

# PRESIDENT'S REPORT

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Over several years Serbian Community Association of Australia has been funded by Palliative Care Victoria to support individuals with life limiting illnesses, their carers and families through the Empowering Serbian People in Need of Palliative Care project. Our work was focused on the Southeast region of Melbourne.

While most our work focus is on supporting Serbian speaking community, the Supporting Carers Locally Grants Program has enabled us to extend our work with carers to the Sri Lankan, South American and Mauritian communities.

With funding from Victorian Government, we continue to support carers who at risk of isolation due to their caring duties and a lack of social contact in the broader community. Dementia Australia - Victoria, through the Embracing People Living with Dementia initiative has enabled us to increase awareness of dementia in the Serbian speaking community.

It is through enhancing people's awareness of dementia and exploring effective communication strategies that we aim to build better relationships within the community for people living with dementia.

As we look to the immediate future, we know that older members of our community will continue to need the support services of Serbian Community Association of Australia.

However, as the ongoing management of Covid19 continues and we enter the post pandemic recovery period we know that all of the Serbian speaking community will be in need of support.

We are committed to continuing our work and developing new partnerships so that the growing and changing needs of our community can be addressed.

Finally, I would like to thank all our team including our board members, staff and volunteers for the commitment all have demonstrated through their support of vulnerable members of our community.

President  
Ljubica Petrov

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# COMMUNITY VISITORS SCHEME

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The Serbian Community Association of Australia (SCAA) has been the recipient of the Community Visitors Scheme (CVS) grant for more than seven years. This program aims to address the need for social support to isolated seniors who are the recipients of home care packages and older people who receive government funded residential aged care services.

As in previous years, SCAA has been working actively in the community and has collaborated with various service providers in order to identify and provide companionship to socially isolated seniors in the Serbian community. Through the Community Visitors Scheme (CVS) program, SCAA recruited a number of Serbian speaking volunteers and organised regular visits to isolated seniors.

However, during the 2020/2021 period, COVID-19 dramatically impacted face-to-face visits, with no visits allowed during and immediately after lockdowns in Melbourne.

During these times, the project successfully transitioned and coordinated phone calls between volunteers and isolated seniors. However, the digital transition was difficult to implement due to the age of volunteers, a lack of digital devices within aged care facilities and language barriers that caused communication problems.

Further, the digital transition to platforms such as Skype or FaceTime amongst the recipients of home care packages was also very hard to achieve as nearly all the elderly couldn't speak English or cope with advanced technologies.

This required the Volunteer Coordinator to liaise with volunteers, residents and lifestyle coordinators to ascertain their capacity to utilise virtual technology and assist with connecting the volunteers and isolated seniors virtually.

Despite the challenges, the project successfully coordinated visits as a result of diligent team effort and valuable support from our volunteers.

Further, having a volunteer visitor who speaks their language benefited the isolated seniors involved in the project in many ways. In particular, it minimised their sense of isolation and loneliness, as they had someone to connect and communicate with, and also increased their self-esteem and enabled them to gain more confidence by introducing a social component in their life.

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# **EMPOWERING SERBIAN PEOPLE IN NEED OF PALLIATIVE CARE**

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**The SCAA successfully conducted the Empowering Serbian people in need of palliative care project, in which Serbian speaking volunteers were recruited and trained to deliver practical and social support to individuals with a life limiting illness, their carers and families.**

**The project has been funded by Palliative Care Victoria since 2019, with the aim of the project to enhance understanding and access amongst the Serbian community to the available support for people with a life limiting illness.**

**Despite the COVID-19 restrictions, the project successfully coordinated telephone discussions between volunteers and palliative care clients, which enabled our volunteers to continue to provide social support to palliative care patients.**

**As a result, the project continued to receive positive feedback from carers, families and lifestyle coordinators in aged care facilities. Their comments emphasised the importance of providing contact for the wellbeing of the palliative care recipients.**

**The volunteers engaged in the Palliative Care Victoria project have received ongoing support through regular supervision, monthly meetings and training sessions.**

**Our volunteers have highlighted on numerous occasions how well they've been received by clients, staff and other volunteers involved in this program.**

**The commitment of our volunteers to provide social support to people in need is evident as they have all continued to volunteer through different projects run by SCAA.**

**Furthermore, the project has established contact and developed a relationship with various service providers, which has resulted in the project expanding its network to better provide palliative social support services to the community.**

**Through this project, our regular collaboration with various clubs and groups, and promotion through Serbian media and other platforms, the Serbian community has significantly improved their understanding of palliative care.**

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# SUPPORTING CARERS LOCALLY GRANTS PROGRAM

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Carers from four different backgrounds, namely Serbian, Sri Lankan, South American and Mauritian, took part in the Supporting Carers Locally Grants Program Round 1 project delivered by the SCAA.

The project commenced in February 2020 but had to be postponed due to restrictions being imposed as a result of COVID-19.

This pandemic had a huge impact on people's lives and the Association worked tirelessly to provide much needed support to carers, the majority of whom are elderly themselves and were affected by uncertainty and isolation.

Many carers were afraid of contracting the virus themselves and worried for their family members, in particular those they have been caring for.

Although some carers were hesitant to recommence face-to-face visits, the SCAA provided support and implemented measures which enabled the project to resume face-to-face activities by the end of 2020.

Following the easing of restrictions in late November 2020, the project resumed with the planned activities, which were modified to address the current needs and spirit amongst the carers.

Whilst some carers were anxious and reluctant to join the activities, others were struggling in their role and were extremely keen to join the project activities.

As requested by the carers, the project organised outdoor activities and meetings. These meetings and outings provided the carers with a social setting that enabled them to reconnect with other carers and provided them with the opportunity to take time for themselves.

Further, it enabled them to overcome feelings of loneliness and isolation by providing social support and appropriate information. Having carers included in social, recreational and physical activities has supported their wellbeing.

Through this project, the carers reported feeling more supported and cared for, and noted that they had gained confidence and capacity to provide care.

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# EMBRACING PEOPLE LIVING WITH DEMENTIA IN THE SERBIAN COMMUNITY

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The Embracing People Living with Dementia in the Serbian Community project aims to increase awareness of dementia amongst the Serbian community, to both gain an understanding of the condition, as well as build better relationships with those people living with dementia.

The project promoted the Dementia Friendly Communities project in the Serbian community using the media, such as SBS Radio Serbian Program and Serbian voice newspaper.

Further, SCAA's social media such as its Facebook page and website were used to upload information regarding the project. Our marketing campaign and consultations with community leaders have increased awareness about dementia in the Serbian community, and led to the project identifying several people with dementia in the Serbian community.

The project conducted online and in person consultations with people who have dementia and their carers in order to obtain suggestions for the project activities.

The draft plan was presented to identified participants for their approval. Due to our long presence in the South-Eastern Region of Melbourne and strong connections with the community in this region, the project successfully engaged 9 people with dementia in the project activities.

The project received positive feedback and satisfaction with the activities organised. In particular, the participants enjoyed four outings organised as part of this program. They highlighted the importance of having the opportunity to go out and enjoy the company of other people.

Further, the participants praised the project coordinator and their communication skills, as well as the effort they put into connecting them to other programs and organising their outings.

## SCAA GROUPS

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As a result of the COVID-19 pandemic and social restrictions in place, the Dandenong Senior Women's group and the Serbian Playgroup had to cancel their meetings and were only able to meet in person during the period March to May 2021. However, the SCAA maintained regular contact with the members of these groups.

The SCAA periodically provided the members with the most current information regarding COVID-19 and offered continuing social support.

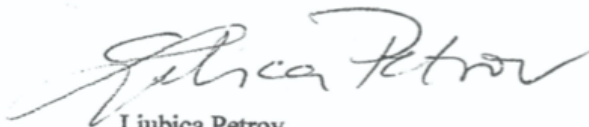
**SERBIAN COMMUNITY ASSOCIATION OF AUSTRALIA INC.**  
**A.B.N. 55 096 835 621**

**STATEMENT BY BOARD OF DIRECTORS**

In the opinion of the Board the financial report as set out on pages 1 to 8:

1. Presents a true and fair view of the financial position of Serbian Community Association of Australia Inc. as at 30 June 2021 and its performance for the year ended on that date in accordance with Australian Accounting Standards –Reduced Disclosure Requirements of the Australian Accounting Standards Board, and the requirements of the Australian Charities and Not-for-profits Commission Act 2012.
2. At the date of this statement, there are reasonable grounds to believe that Serbian Community Association of Australia Inc. will be able to pay its debts as and when they fall due.

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



Ljubica Petrov  
President



Mica Avramovic  
Treasurer

Dated this 28<sup>th</sup> day of October 2021

**INDEPENDENT REVIEW REPORT**  
**THE MEMBERS OF**  
**SERBIAN COMMUNITY ASSOCIATION OF AUSTRALIA INC.**  
**A.B.N. 55 096 835 621**

I have reviewed the accompanying financial report of Serbian Community Association of Australia Inc., which comprises the statement of financial position as at 30 June 2021, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended on that date, notes comprising a summary of significant accounting policies and other explanatory information.

**Board's Responsibility for the Financial Statements**

The Board of Serbian Community Association of Australia Inc. is responsible for the preparation and fair presentation of these financial statements in accordance with the Australian Accounting Standards and the requirements of the Australian Charities and Not-for-profits Commission Act 2012, and for such internal control as the Board determines is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

**Reviewer's Responsibility**

My responsibility is to express a conclusion on the financial statements. I have conducted my review in accordance with standard on review engagements ASRE 2400, *Review of a Financial Report Performed by an Assurance Practitioner who is not the Auditor of the Entity*. ASRE 2400 requires me to conclude whether anything has come to my attention that causes me to believe that the financial statements, taken as a whole, are not prepared in all material respects in accordance with the applicable financial reporting framework. This Standard also requires me to comply with relevant ethical requirements.

A review of financial statements in accordance with ASRE 2400 is a limited assurance engagement. The assurance practitioner performs procedures, primarily consisting of making enquiries of management and others within the entity, as appropriate, and applying analytical procedures, and evaluates the evidence obtained.

The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with Australian Auditing Standards. Accordingly, I do not express an audit opinion on these financial statements.

**Conclusion**

Based on my review, nothing has come to my attention that causes me to believe that these financial statements of Serbian Community Association of Australia Inc. does not satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012 including:

- (a) giving a true and fair view of the financial position of Serbian Community Association of Australia Inc. as at 30 June 2021, and of its financial performance and cash flows for the year then ended on that date; and
- (b) complying with the Australian Accounting Standards – Reduced Disclosure Requirements as referred to in Note 1, to the financial statements.

Zdenka Vujanic, CPA  
ZV Accounting Plus  
g06/202 Jells Road  
Wheelers Hill Victoria 3150

Dated this 30<sup>th</sup> day of November 2021



**SERBIAN COMMUNITY ASSOCIATION OF AUSTRALIA INC.**

**A.B.N. 55 096 835 621**

**STATEMENT OF PROFIT OR LOSS  
AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2021**

	2021	2020
	\$	\$
<b><u>REVENUE</u></b>		
Grant funding	92,875	88,291
Playgroup fees	550	1,760
Other revenue	3,638	6,920
Total revenue	<u>97,063</u>	<u>96,971</u>
<b><u>EXPENDITURE</u></b>		
Administration expense	6,445	3,953
Communication expense	1,800	1,757
Depreciation expense	360	1,437
Employee expense	68,615	53,993
Occupancy expense	1,413	5,181
Program related expense	14,311	16,552
Travel expense	2,062	1,987
Total expenditure	<u>95,006</u>	<u>84,860</u>
Surplus before income tax	2,057	12,111
Income tax expense	-	-
<b>Total comprehensive income for the year</b>	<u><u>2,057</u></u>	<u><u>12,111</u></u>

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2021**

<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Grants and income received	111,433	129,002
Payments to suppliers and employees	(100,360)	(90,213)
Interest received	475	1,007
<b>Net cash from operating activities</b>	<u>11,548</u>	<u>39,796</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Payment for equipment	-	-
<b>Net cash used in investing activities</b>	<u>-</u>	<u>-</u>
Net increase/(decrease) in cash	11,548	39,796
Cash at the beginning of the year	111,134	71,338
<b>Cash at the end of the financial year</b>	<u><u>122,682</u></u>	<u><u>111,134</u></u>

**STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2021**

	2021	2020
	\$	\$
<b><u>ASSETS</u></b>		
<b><u>CURRENT ASSETS</u></b>		
Cash and cash equivalents	122,682	111,134
Receivables	80	58
Deposits	50	50
<b>TOTAL CURRENT ASSETS</b>	<u>122,812</u>	<u>111,242</u>
<b><u>NON CURRENT ASSETS</u></b>		
Plant and equipment at cost	6,998	6,998
Accumulated Depreciation	(6,840)	(6,480)
<b>TOTAL NON CURRENT ASSETS</b>	<u>158</u>	<u>518</u>
<b>TOTAL ASSETS</b>	<u><u>122,970</u></u>	<u><u>111,760</u></u>
<b><u>LIABILITIES</u></b>		
<b><u>CURRENT LIABILITIES</u></b>		
Trade and other payables	1,086	851
Short-term provisions	8,770	4,852
Deferred revenue	34,500	29,500
<b>TOTAL CURRENT LIABILITIES</b>	<u>44,356</u>	<u>35,203</u>
<b>NET ASSETS</b>	<u><u>78,614</u></u>	<u><u>76,557</u></u>
<b><u>EQUITY</u></b>		
Retained surpluses	78,614	76,557
<b>TOTAL EQUITY</b>	<u><u>78,614</u></u>	<u><u>76,557</u></u>

**STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED 30 JUNE 2021**

	Retained Surplus \$
Balance at 1 July 2019	64,446
Total income for the year	12,111
Balance at 30 June 2020	76,557
Total income for the year	2,057
Balance at 30 June 2021	<u><u>78,614</u></u>

# PHOTOS





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SERBIAN COMMUNITY ASSOCIATION OF AUSTRALIA INC.

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