

# ANNUAL REPORT 2024/2025

Polish Community Care  
Services Inc.





# ABOUT THE COMPANY

Polish Community Care Services Inc. (PolCare) provides quality, culturally sensitive community care. We specialise in caring for people of Polish background. With our support the elderly and the disabled can live well and actively in their own home.

Our **PURPOSE** is to positively influence the lives of the people we support, by assisting them to live the best possible life at home, with independence and dignity

Our **VISION** is to be leaders in the provision of high quality, culturally competent community care.

The **VALUES** under which we operate include:

- respecting the diversity and dignity of individuals;
- encouraging independence and self-reliance;
- promoting active and healthy ageing;
- empowering people to make informed lifestyle choices;
- excellence in care and support;
- honest and open communication;
- commitment to learning and innovation; and
- integrity, high ethical standards and accountability.

Polish Community Care Services Inc. is registered with the Aged & Community Care Providers Association (ACCPA), Ethnic Communities Council of Victoria (ECCV), Volunteering Victoria, Carers Victoria, Palliative Care Victoria and Polish Community Council of Australia (PCCA).

*Marlena Sowiński and Dorota Michna celebrating Polish Seniors' Day at White Eagles House in Breakwater, Oct 16, 2024.*



# OUR TEAM

## EXECUTIVE COMMITTEE

**Dr Sylwia Greda-Bogusz OAM** – Chair

**Dr Edyta Różycki** – Deputy Chair

**Grażyna Galas** – Honorary Treasurer

**Lidia Witko** – Secretary

**Angelica Suarez** – Member

**Janina Mazurek** – Member

## MANAGEMENT TEAM

**Bożena Iwanowski OAM** – Chief Executive Officer

**Marzena Wroniszewska** – Chief Operating Officer / Chief Financial Officer

**Jidennaja Harrison** – HR Manager

**Aleksandra Waryszewska** – Policy, Quality and Safety Manager

**Mariola Brewińska** – Care Services Manager

**Małgorzata Żuchowska** – Care Services / CHSP Groups & Respite Manager



Christmas Party at Sandown Park Hotel in Noble Park on Dec 8, 2024. L to R: Andrzej Gasz, Krystyna Gasz, Helene Mialszygrosz, Elżbieta Dziedzic, Bożena Iwanowski OAM, Teresa Koronczewski, Janina Mazurek, Lidia Witko, Dr. Sylwia Greda-Bogusz OAM.

# CHAIR'S REPORT

It is my pleasure to present the Chair's Report for the 2024/2025 reporting year, on behalf of the Board of Directors of PolCare Inc.

Polish Community Care Service Inc. (PolCare), a public benevolent organisation, has provided community-based care and support services to older Polish-Australians, people living with a disability, and their carers, since December 2015. Our purpose is to positively influence the lives of those we support, assisting them to live their best possible life at home, with independence and dignity.

We live and work by our values: respecting the diversity and dignity of individuals; encouraging independence and self-reliance; promoting active and healthy ageing; empowering people to make informed lifestyle choices; pursuing excellence in care and support; engaging in honest and open communication; committing to learning and innovation; and upholding integrity, high ethical standards, and accountability.

Our professionally trained bilingual staff and volunteers deliver linguistically and culturally appropriate community and welfare services, addressing the unique needs and challenges faced by the Polish community in Victoria.

We proudly operate the Commonwealth Home Support Program (Social Support Groups), National Disability Insurance Scheme (NDIS), and Volunteer Programs (including the Telelink and Polish Visitors Scheme).



*Talks on the importance of linguistic and culturally specific care for older Australians in our community.*

*PolCare office in Mount Waverley on Oct 29, 2024. L to R: Dr Sylwia Greda-Bogusz OAM, Bożena Iwanowski OAM, Elżbieta Dziejczak, Dr. Carina Garland MP, Lidia Witko, Marzena Wroniszewska.*

Our respite house 'Rose Cottage' is located in Crib Point on the beautiful Mornington Peninsula, and is open year-round to our clients and their family members.

Proud of what we stand for as an organisation, I would like to acknowledge my colleagues on the Board for their time, expertise, and enthusiasm in advancing the vision and future prosperity of PolCare. I am also delighted to welcome Mrs Angelica Suarez to our Board of Directors. Her extensive legal and policy knowledge will be invaluable as we navigate the complexities of new aged care reforms. We are very pleased to have Angelica join our team.

I wish to recognise and thank each individual who has helped make our growing organisation strong, resilient, and responsive to the needs of our ageing community. To the Program Management team and their dedicated staff: your commitment and hard work are truly commendable. To all our volunteers: you are the heart of PolCare, and your selfless contributions, 'no task is too difficult' attitude, and readiness to say 'yes', are deeply appreciated.

Special thanks also go to our Operational Management team for their dedication and ongoing support, guided by the outstanding leadership of our Chief Executive Officer, Mrs Bozena Iwanowski OAM. Her unwavering commitment and responsiveness to our community's needs are genuinely admirable. I also extend gratitude to our Chief Financial Officer, Ms Marzena Wroniszewska, who is a pillar of strength for our organisation – her compassion and willingness to assist are greatly valued.

We are grateful for the support of our Polish clubs and organisations. This year, we worked particularly closely with the Polish Club in Albion and Polish Club 'Syrena' in Rowville – thank you for your efforts. We are also pleased to collaborate with many other Polish clubs and associations around Melbourne and to visit and work alongside you. Your partnership strengthens our work, and we are proud of these relationships. Likewise, I extend sincere thanks to our partners and stakeholders outside the Polish community for your ongoing commitment and support.



*Polish-Australian Networking Reception. Representatives from Polcare met with Polish Ministerial and Business Delegates. Polish-Australian Chamber of Commerce at the Australian Club Melbourne, Apr 2, 2025.*

*L to R: Dr. Sylwia Greda-Bogusz OAM, Tomasz Troniewski, Nick Wakeling, Bozena Iwanowski OAM.*

This past year has been particularly busy as we have transitioned into the post-Covid-19 era particularly well. Our Polish-specific care services remain highly valued in the community, providing vital care and support, planned activity groups, and delicious meals to our clients – especially favourites such as pierogi, bigos, and traditional Polish cakes. We are committed to extending our support to more members of the community, particularly those who are sick or lonely, while we adapt to new aged care and disability care reforms. In anticipation, we have taken proactive steps to address potential challenges and seize new opportunities by engaging experts in discussions and consulting with staff and clients.

Reflecting on the year, I am proud of all we have accomplished together. As always, we received excellent feedback from clients and stakeholders and successfully passed all departmental and government audits – affirming our commitment to high standards and continual improvement. Community feedback inspires us, fuels new ideas, and motivates us to approach the future with optimism. Our office in Mt Waverley truly feels like home now – its beautifully appointed with many traditional Polish accents. We have also welcomed a record number of clients and guests, local and international visitors who are truly are impressed with our ‘home office’ – a testament to the openness and warmth that defines PolCare.

Looking towards the future, though challenges remain, our approach is always positive and focused on client-centred actions and providing the best care solutions to achieve the highest satisfaction for our clients and fulfil all reform requirements to the highest standards. This is what defines us at PolCare.

Thank you to the entire PolCare team for your dedication, professionalism, and care.

**Dr. Sylwia Greda-Bogusz OAM**

Chair of PolCare

# CEO'S REPORT

It is with great pleasure that I present to you our **2024/25 Annual Report for Polish Community Care Services (PolCare)**. This report reflects not only our achievements over the past year but also our unwavering commitment to our guiding motto: *Caring with the Heart*.

To our clients, we remain devoted to supporting your independence, dignity, and wellbeing. To our caregivers, you continue to be the heart of our organisation, inspiring us daily with your compassion and dedication. And to our wider community, your trust and partnership strengthen the impact of all we do.

This year has been one of preparation and transformation. With the Australian Government's **aged care reforms** and the upcoming **Support at Home Program** in November 2025, we have worked hard to ensure our organisation is ready for this change. By strengthening governance, investing in technology, and upskilling our workforce, we are positioning ourselves to meet – and exceed – the new standards of care.

Our services continue to support seniors to live independently at home through a wide range of programs: domestic assistance, personal care, transport, meals, home maintenance, light gardening, respite, and social support. We also support NDIS participants. These are not just services, but pathways to dignity, independence, and quality of life.



*Christmas Party at Sandown Park Hotel in Noble Park on Dec 14, 2024.*

*PolCare at Kingston Services Expo on Nov 12, 2024.*



We also remain deeply committed to serving the **Polish community**, where language, culture, and tradition are celebrated and preserved. From recognising national days to creating programs that honour heritage, we know that caring for people also means caring for their identity and community ties.

Our **Rose Cottage** in Crib Point has continued to grow as a valued part of our services. Originally a place for group meetings and gatherings of Polish seniors clubs, it has now also become a welcoming space for **cottage-style respite care**. This model has quickly gained popularity, offering clients and families flexibility, comfort, and peace of mind in a home-like environment.

Rose Cottage is more than just a respite service – it is a place of **friendship, culture, and community connection**. Whether through social gatherings, cultural events, or short-stay respite, it reflects our vision of care that is both practical and personal.

This year has also been a time of planning and renewal. Since its establishment in 2023, our **Advisory Committee** has become a vital part of our organisation's journey. In 2024/25, the committee has matured further, welcoming **new members who bring fresh perspectives and energy**. Their insights have guided us in shaping our **new organisational vision**, strengthening governance, and ensuring that our services remain responsive to the changing needs of clients, caregivers, and the wider community.

The Advisory Committee has also provided valuable input into our **preparations for aged care reform**, ensuring that we are not only compliant with upcoming changes but also positioned to lead with innovation, accountability, and compassion. By listening, consulting, and acting on feedback, we are building a stronger and more inclusive organisation – one ready to embrace the future.

A highlight of this year was the opening of **PolCafe** – a welcoming cafeteria for staff, clients, and the community. With Polish doughnuts, traditional meals, and a warm atmosphere, PolCafe is more than a café: it is a hub for connection, culture, and conversation.

Alongside our care services, we are proud to nurture community life through events that bring people together, celebrate culture, and create joy. Two of our most cherished annual traditions are the **Seniors Picnic** and the **Polish Seniors Day at the White Eagle House in Geelong**. These events are a highlight for many, offering not only entertainment and social connection, but also a chance to honour the contributions and spirit of our senior community year after year.

This year, we were also delighted to expand our calendar with new and creative gatherings. **PolCafe** became a hub of celebration with **Christmas in July**, where food, music, and friendship warmed the winter season. Our **High Tea for Carers** was another special occasion, giving us the opportunity to thank and acknowledge the tireless dedication of carers who do so much for others.

These events reflect our belief that caring is not just about services – it is about belonging. They allow us to combine culture, tradition, and celebration in ways that strengthen community bonds and create lasting memories.



40th Anniversary of the Polish Citizens Club in Rowville at Syrena Polish House in Rowville, Sep 26, 2024.  
L to R: Teresa Koronczewski, Monika Hołda, Elżbieta Dziejdzic, Bożena Iwanowski OAM, Krystyna Klepacz.



33rd Seniors' Day at White Eagle House in Geelong Oct 16, 2024. L to R: Fr. Marian Szeptak SChr, Bogdan Płatek, Renata Płatek, Bożena Iwanowski OAM, Lidia Witko, Henryk Szkuta.

Finally, I would like to extend my heartfelt gratitude to our **Chair of the Board**, whose guidance and leadership have been invaluable; to our **managers and staff**, whose hard work and professionalism sustain our mission every day; and to our **volunteers**, whose generosity and spirit of service remind us that caring truly comes from the heart.

As we look forward, we do so with optimism, determination, and gratitude. Together – with our clients, caregivers, and community – we will continue to build a future where care is compassionate, respectful, and delivered with heart.

**Bożena Iwanowski OAM**  
CEO

# OUR SUPPORTERS & PARTNERS

Polish Community Care Services (PolCare) proudly acknowledges the **support of the following organisations** for their invaluable assistance and contribution towards the ongoing development of the service and the Polish community it served in 2024–2025:

- Department of Health, Disability and Ageing,
- Department of Home Affairs,
- State Department of Families, Fairness and Housing,
- Ethnic Community Council of Victoria (ECCV),
- Seniors Rights Victoria,
- Carers Victoria,
- Palliative Care Victoria,
- City of Monash,
- City of Brimbank,
- City of Casey,
- City of Kingston,
- City of Greater Dandenong,
- Victorian Multicultural Commission (VMC),
- Australian Society of Polish Jews and their Descendants,
- General Consulate of the Republic of Poland in Sydney,
- End of Life Direction for Aged Care (ELDAC),
- Centre for Culture Diversity in Ageing,
- Migrant Resource Centre North West Region,
- Centre for Culture Diversity in Ageing.

This year, PolCare was proud to strengthen its **collaboration with the Migration Resource Centre** through the joint delivery of the Certificate III in Individual Support program. This partnership reflects our shared commitment to empowering individuals from culturally and linguistically diverse backgrounds to build rewarding careers in the aged care and disability sectors. Together, we provided high-quality training, mentoring, and placement opportunities that combine practical experience – preparing graduates to deliver person-centred care within our community.

This initiative supports workforce development in the care sector, and promotes greater inclusion and participation of CALD workers in the Australian workforce.

We are honoured to recognise our numerous **community partners**:

- Eastern Districts Polish Association (Melbourne),
- Polish Association in Melbourne Inc.,
- Polish Community and Sporting Centre in Albion,
- Polish Community Association in Geelong Inc.,
- Polish Charity Association in Ardeer,
- Divine Mercy Shrine in Keysborough,
- Polish Marian Shrine in Essendon,
- Polish Seniors Citizen Clubs in Victoria,
- Polish Educational Society in Victoria,
- The Polish Community Theatre 'Miniature' after J. Szaniawski,
- 'Polish Weekly' Newspaper,
- 'Portal Polonii w Wiktorii' information portal,
- Radio SBS Polish,
- Radio 3ZZZ Melbourne.

# AUDITOR'S REPORT

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF POLISH COMMUNITY CARE SERVICES INC

I have audited the attached financial reports, being a special purpose report of POLISH COMMUNITY CARE SERVICES INC, which comprise the Balance Sheet, the Profit and Loss Statement, the Cash Flow Statement and the Statement of Financial Position and to forming part of the financial statements for the year ended 30th June 2025.

The Association's Committee is responsible for the financial statements. I have conducted an independent audit of these financial statements in order to express an opinion on them to the members of the Incorporated Association.

### **Committee's Responsibility for the Financial Report**

The association's committee is responsible for the financial report and has determined that the financial statements are appropriate to meet the needs of the members and the requirements of the Associations Incorporation Reform Act 2012.

### **Auditor's Responsibility**

My responsibility is to express an opinion on the financial report based on my audit. I have conducted my audit in accordance with Australian Auditing Standards. These auditing standards require that I comply with relevant ethical requirements to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from misstatement.

I have conducted an independent audit of this financial report in order to express an opinion on it to the members of the association. No opinion is expressed as to whether the accounting policies used, are appropriate to the needs of the members.

My procedures included examination on a test basis of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly so as to present a view which is consistent with my understanding of the Association's financial position, the results of its operations and its cash flows.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

### **Opinion**

In my opinion the financial statements are properly drawn up:

- (a) So as to give a true and fair view of:
  - (i) the state of affairs as at 30<sup>th</sup> June 2025 and the profit and cash flows for the year ended 30th June 2025 and
  - (ii) in accordance with the provisions of the Association Incorporation Reform Act 2012.
- (b) In accordance with applicable Accounting Standards and other mandatory professional reporting requirements.

  
BRUCE T. HYDON  
Chartered Accountant  
Registered Company Auditor (7998)  
28th October 2025

# TREASURER'S REPORT

Polish Community Care Services Incorporated (PolCare) is a not-for-profit, public benevolent charitable association dedicated to delivering community-based, high-quality care services to older and disabled Polish-Australians and their carers.

PolCare's activities have been made possible through a combination of Government Grant Funding, client contributions, membership fees, and fundraising initiatives. The organisation continues to receive significant support from the Department of Health and Aged Care, the Department of Social Services /NDIA, the Department of Health (DHHS), and the Department of Families, Fairness and Housing.

According to the Auditor's Report for the 2024–2025 financial year, PolCare achieved the following financial outcomes:

- Total Income: \$5,088,369
- Total Expenditure: \$4,660,052
- Net Profit: \$428,317
- Total Equity: \$4,135,456
- Cash on Hand: \$1,754,764.

These results reflect the organisation's continued financial stability and prudent management of resources, ensuring the sustainability of our services and the ongoing support of our clients and community.

I would like to express my sincere gratitude to my colleagues on the Board of Management, our dedicated staff, and all volunteers for their hard work, commitment, and cooperation throughout the year. Their collective efforts have been essential in fulfilling PolCare's mission and in delivering quality care and support to our community.

**Grażyna Galas**

Honorary Treasurer

# POLICY, QUALITY & SAFETY

**I am pleased to present the policy, quality and safety report for the 2024-2025 Financial Year. This report reflects our ongoing commitment to providing high-quality care, while ensuring transparency, excellence, and sustainable growth. Over the past year, we have navigated a dynamic environment with focus and resilience, driven by our core values and dedication to quality across every aspect of our operations and governance. Polish Community Care Services Inc. (PolCare) continues to meet regulatory compliance requirements through ongoing monitoring and continuous improvement processes.**

The Royal Commission into Aged Care Quality and Safety made recommendations to significantly reform the Australian aged care sector, leading to a new Aged Care Act, stronger regulations, higher wages for aged care workers, and a focus on improved quality and safety standards. The reforms aim to create a more transparent, accountable, and sustainable sector that prioritizes the dignity and rights of older Australians by implementing new funding models, a mandatory Code of Conduct, and a strengthened regulatory framework. These reforms present both opportunities and responsibilities for PolCare as we continue to align our services with evolving regulatory standards and community expectations. By improving our care planning processes, investing in staff training, and strengthening governance, we are well-positioned to meet these new requirements while maintaining our commitment to high-quality, compassionate care. The reforms support our goal of delivering culturally appropriate, consistent, dignified, and responsive services, ensuring that older Australians and Australians with a disability, particularly Polish Victorians, receive the support they need to live safely and meaningfully in their own home for as long as possible. The community that we serve has been at the centre of our work, with each service tailored to the individual needs and goals of every care recipient.

During the reporting period, PolCare successfully completed a series of internal audits across key programs, reinforcing our commitment to continuous improvement and high standards of care. These audits provided valuable insights into our compliance with regulatory requirements, internal policies, and best practice guidelines. The findings confirmed strong performance in areas such as assessment and care planning, incident management, and workforce capability. Where opportunities for improvement were identified, targeted action plans were promptly implemented. These identified improvements have been applied across 5 main policy areas: Services and Supports for Daily Living, Human Resources,

Organisational Governance, Feedback and Complaints, and Assessment and Planning. The audit outcomes not only validate the effectiveness of our quality systems but also support our readiness for accreditation, ensuring the ongoing delivery of safe, person-centred care.

## **RISK MANAGEMENT & INCIDENT MANAGEMENT SYSTEMS**

Through the ongoing monitoring, identification, assessment, and mitigation of risks, we have been able to prioritise safety, increase efficiency, and implement continuous improvement strategies to remain focused on consumer needs. An internal incident management system is utilised, where incidents, near misses, or other significant events are reported, investigated, and prevented for future planning purposes. During the 2024-2025 Financial Year, PolCare recorded a total number of 91 incidents. One of these incidents was reported to the NDIS Commission.

## **EMERGENCY MANAGEMENT SYSTEM**

Emergency and disaster management processes ensure that the risks to the health, safety and wellbeing of care recipients are considered and mitigated, and that care recipients receive continuity of supports critical to their health, safety and wellbeing in an emergency or disaster situation. The Emergency Planning Committee continued to operate during the 2024-2025 Financial Year with the aim to implement, review and maintain effective emergency procedures. Regular drills were scheduled by the Emergency Control Organisation and relevant plans and procedures available (i.e. Emergency Management Plan).



*Professional development - Food handling certificate at PolCare Office in Mount Waverley, Oct 11, 2024.*

## **COMPLAINTS & FEEDBACK SYSTEM**

Care recipients are provided with information about PolCare's complaints and feedback processes. Complaints and feedback are welcomed, acknowledged, respected and well-managed. During the 2024-2025 Financial Year, PolCare

officially recorded and resolved a total number of 2 complaints. We are also pleased to have received 7 official compliments in relation to our services. Staff have also continued to report positive feedback from care recipients during service provision.

## **INFORMATION MANAGEMENT SYSTEM**

PolCare's information management system maintains a strong focus on clarity, accuracy and confidentiality of information. Information is accessible to each care recipient and appropriately utilised only by relevant workers. Consent to share information can be withdrawn by care recipients at any time. Care recipient files are reviewed annually or earlier if required, to ensure suitable supports are provided in accordance with their changing needs.

## **QUALITY MANAGEMENT & CONTINUOUS IMPROVEMENT SYSTEMS**

The quality management system is maintained in accordance with the scope and complexity of the supports delivered at PolCare. The system supports regulatory compliance requirements. PolCare's policies and procedures are reviewed regularly and in accordance with continuous improvement strategies. Internal audits are carried out across different programs, facilities, and documents. During the 2024-2025 Financial Year, PolCare also collected data for the Consumer Satisfaction Survey report, which provided valuable insight on consumer care and service satisfaction. The findings of the report showed that the significant majority of care recipients (90%) were generally satisfied with home and community care services provided by PolCare, while 9% of care recipients neither agreed nor disagreed, and 1% of care recipients did not express their satisfaction with the services. PolCare remains deeply committed to continuous improvement, regularly evaluating our practices to ensure the highest standards of care, safety, and service.

The provision of safe, high-quality care demands reliable teamwork and collaboration between everyone. I would like to take this opportunity to thank our dedicated team at PolCare for their remarkable work, especially our CEO, Bozena Iwanowski, COO/CFO, Marzena Wroniszewska, our Management team, Administration team, Care Workers, and Volunteers.

**Aleksandra Waryszewska**

Policy, Quality & Safety Manager

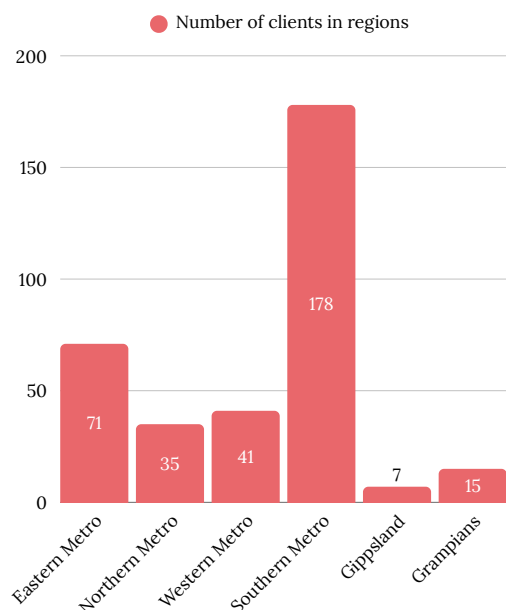
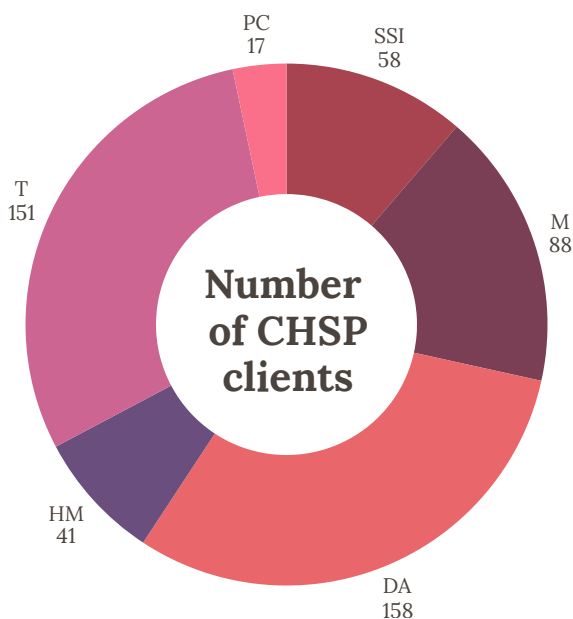
# COMMONWEALTH HOME SUPPORT PROGRAMME

Polish Community Care Services Inc. is dedicated to delivering high-quality, culturally sensitive care within the community. We specialise in **supporting individuals of Polish heritage and other cultures**, helping the elderly and people with disabilities to live actively and comfortably in their own homes. Our mission is to make a positive impact on the lives of those we care for by promoting independence, dignity, and the best possible quality of life at home.

Services we provide:

- Domestic Assistance (DA)
- Home Maintenance (HM)
- Meals (M)
- Personal Care (PC)
- Social Support Individual (SSI)
- Transport (T)
- Delivering meals to Social Support Groups
- Centre Based Respite and Flexible Respite

*\*For each service individual referral codes must be obtained from My Aged Care (MAC).*



## COMMONWEALTH HOME SUPPORT PROGRAM 'CHSP'

The CHSP is an entry level home help program for older people, which is funded by the Australian Government. It typically supports people who, with some assistance, are able to live and cope on their own. This enables them to live in their own homes for as long as possible. Under the CHSP, clients:

- Get access to individual services depending on their specific needs.
- Only pay for the services they use.
- Pay a small contribution to the cost of each service.

## ABOUT OUR SERVICES

**Domestic Assistance** (DA) is designed to help older Australians maintain a clean, safe and comfortable home environment, supporting their independence and wellbeing. This service provides practical help with everyday household tasks that may become difficult to manage due to age, illness, or reduced mobility.

During Domestic Assistance services, our caring support workers can assist with a variety of household chores. Tasks may include:



- **General cleaning:** vacuuming, mopping floors, dusting, wiping surfaces, and tidying common living areas.
- **Kitchen assistance:** cleaning benches, sinks, and appliances, as well as helping with light dishwashing or putting away groceries.
- **Cleaning of bathrooms and toilets:** ensuring hygiene and safety by disinfecting and maintaining these areas.
- **Laundry:** washing, hanging, folding, and ironing clothes and linen as needed.
- **Making beds and changing linen** to maintain a clean and comfortable sleeping space.

All services are tailored to the individual's needs and preferences, with flexibility to adjust as circumstances change. Domestic Assistance may be provided on a regular schedule (such as fortnightly) or occasionally, depending on the client's goals and care plan.

**Home maintenance** (HM) assists with minor repairs and upkeep around the house to ensure a safe environment. These services address practical household and garden maintenance issues that clients may find difficult to manage on their own.

Tasks may include:

- **Minor household repairs**, such as fixing door handles, taps, and cupboards.
- **Outdoor maintenance**, including lawn mowing, pruning, and clearing leaves affecting safety of walking paths.
- **Routine home upkeep**, including smoke alarm checks, light bulb replacements, and minor painting.

These services are delivered in a flexible, client-focused manner, with support tailored to individual needs.

**Meals** (M) services provide older clients with nutritious, safe, and culturally appropriate meals, supporting their health, independence, and wellbeing. These services assist clients who may have difficulty preparing meals on their own due to age, illness, or reduced mobility. Meals services included:

- **Home-delivered meals** – regular delivery of freshly prepared meals tailored to individual dietary requirements and preferences.
- **Special dietary support** – provision of meals suitable for medical conditions, allergies, or cultural and religious needs.
- **Delivered meals to Social Support Groups** – regular delivery of freshly cooked meals for clients in Social Support Groups and Centre Based Respite. These shared meals provide opportunities for social engagement.

By providing reliable and consistent access to nutritious meals, these services help enhance wellbeing and contribute to the ongoing quality of life of clients.

**Personal Care** (PC) supports personal hygiene and grooming activities that are essential for maintaining personal hygiene, dignity, and independence at home. This service assists clients who may require help due to age, chronic health conditions, disability, or reduced mobility. Personal Care services included assistance with:

- **Bathing, showering, and grooming.**
- **Dressing and undressing** – helping clients select appropriate clothing and manage dressing safely.
- **Skincare** – supporting clients with maintaining the skin health.
- **Mobility support during personal care** – ensuring clients can move safely within the home during hygiene routines.

These services are delivered in a respectful and client-centred manner, tailored to individual needs and preferences.

**Social Support Individual** (SSI) allows for older citizens to create and maintain social connections, participate in the community and reduce their social isolation. Social Support Individual is provided as a one-on-one service tailored to each client's interests, preferences and social needs. Some examples of activities provided under SSI include:



- **Accompanied outings** – support with attending medical appointments, shopping, social events, or community activities.
- **Social visits** – regular one-on-one visits to provide companionship, conversation, and emotional support.
- **Participation in leisure and recreational activities** – encouragement and assistance to engage in hobbies or interests that promote wellbeing.
- **Support for community engagement** – helping clients maintain links with family, friends, and local community groups.

**Transport.** Indirect transport services support clients to access essential services and community activities through the provision of **taxi vouchers**. This service enables clients to travel safely and conveniently to medical appointments, shopping, and social or community events.

The program helps reduce mobility barriers, maintain independence, and promote continued engagement with the community.

**Mariola Brewińska**

CHSP Care Manager (Transport, Meals, SSI, DA, PC)

# SOCIAL SUPPORT GROUPS

As we reflect on the 2024–2025 reporting period, we are proud to present the achievements of the Polish Social Support Groups (SSG). Through dedication, collaboration, and commitment to quality care, we have delivered vital services to Polish seniors, reducing isolation, strengthening community connections, and supporting positive ageing. This report outlines our key outcomes, the challenges encountered, and our aspirations for continued service delivery in the years ahead.

PolCare’s mission is to provide a safe, inclusive, and supportive environment in which seniors can access emotional, social, and practical support. Our programs are guided by a person-centred approach, with a focus on enhancing wellbeing, promoting independence, and fostering active community participation. By addressing the social determinants of health, our services aim to reduce loneliness and vulnerability among older Polish Australians.

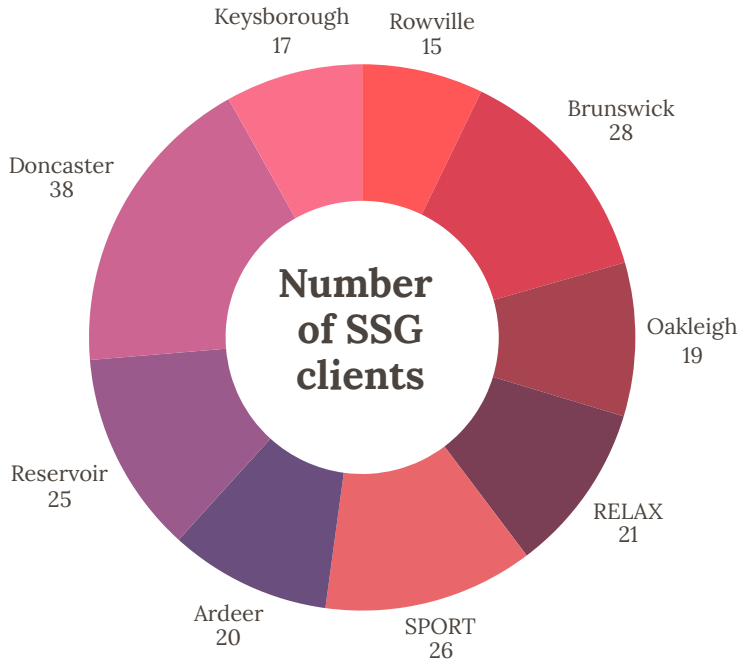
The Social Support Groups remain central to fulfilling this mission. They provide structured, culturally appropriate programs where participants can build social connections and access practical and emotional support. In 2024–2025, these groups played a crucial role in strengthening social inclusion for seniors experiencing isolation, grief, stress, or limited mobility.



This year, more than **209 seniors** engaged in SSG programs, supported by **34,893.5 hours** of service delivery. Our team worked tirelessly to ensure accessibility, including the provision of transport via taxi services to and from our venues in Rowville, Brunswick, and Oakleigh. This transport assistance enabled equitable participation, particularly for individuals with limited mobility or without access to private or public transport. Additionally, some clients accessed transport through the CHSP (Commonwealth Home Support Program) Transport service, arranging their own taxi rides to attend our day program centers.



All SSG activities were implemented within a person-centred care model, allowing participants to choose from a range of activities tailored to their personal interests, preferences, and abilities. These activities were underpinned by wellness and reablement principles, aiming to promote independence, wellbeing, healthy aging, and rehabilitation. Furthermore, the programs supported the strengthening of cultural identity and a sense of belonging.



16  
staff

9  
volunteers



### HIGHLIGHTS OF THE 2024-2025 PROGRAM INCLUDE:

**Weekly group sessions** supporting social interaction, wellbeing, and resilience, for example: preparation and tasting of vinaigrette sauce, making pickled vegetables in brine following recipes, making chocolate glaze and decorating cakes, making healthy juices from fruits and vegetables, collaborative art project – to create a painting, Return to the PRL, Polish Matura, April Fool’s Day, Olympic Day, Rummikub, Bingo.



**Celebrations of Polish religious, national, and cultural events**, such as: 106th Anniversary of Poland's Independence, 80th Anniversary of the Warsaw Uprising, XXXIII Senior's Day at Geelong, Christmas gatherings, Melbourne Cup, Fat Thursday, Australia Day, International Women's Day, Valentine's Day, Jubilee Year 2025 – Pilgrims of Hope, 1st, 2nd, 3rd May, Poetry Day, Easter



**Educational and information sessions** covered a broad spectrum of topics and were divided into several thematic areas.

In the area of **culture, history, and traditions**, participants explored subjects such as the Benedictine Fair in Gdansk, famous castles in Poland, regional Polish dishes, the Battle of Monte Cassino, Boleslaw Chrobry, Cardinal Stefan Wyszynski, St. Blaise, St. Macartans, and the five most important senses. They also learned about Australian themes including the legend of Picnic at Hanging Rock's biggest mystery, Ned Kelly, Dreamtime Stories and Bush Tales. Cultural sessions also included presentations on Frederic Chopin, Mary of Hope, and the most known Shrine in the world.

In the area of **health, nutrition, and wellbeing**, the program focused on practical knowledge about bees and honey, healthy food, natural collagen broth, dementia, cumin, flaxseed oil, chia seed, vitamins, minerals, garlic, collagens, seafood, freeze drying food, and healthy diet for seniors. Regular foot care was also highlighted as an important part of maintaining wellbeing.

In the area of **nature, geography, and travel**, participants learned about amber, Hamilton Island, lavender, macadamia nuts and Macadamia World, as well as presentations about Cracow, pearls, ants, and elephants.

In the area of **art and creativity**, the program offered inspiring topics such as Faberge eggs, mandalas art, cheese as a subject for creative workshops, and dreams both in psychological and artistic contexts.

**Guest presentations:** Hearing Australia, Independence Australia, nurse from PolCare – How to prevent flu, health and diet, hydration, Active Seniors: nutrition, healthy mind, vitamins for stress, information about My Aged Care Services and new reforms.

**Physical activity programs** to promote mobility, balance, and physical wellbeing.



**Excursions and outings:** Chocolate Factory – Phillip Island, Lynbrook Hotel, lunch at Manhattan Hotel, PolCare office, Braybrook Hotel, Roxburgh Park Hotel, Sandown Park Hotel – Morning Melodies and Christmas in July, Rose Cottage, Crib Point, Hasting’s Pier, Polish House Geelong, Bunjil Place Theatre, concert of David Hobson – Hear me now (Narre Warren), Arthur’s Seat at Mornington, Royal Botanic Garden at Cranbourne, Frankston Cemetery, Art Gallery in Frankston, Mornington Peninsula, Phillip Island, Blueberry Farm and lunch at the Barn Owl Café in Silvan, Dromana Strawberry and honey farms, Werribee Mansion, Higham Blueberry Farm in Kinglake, National Gallery of Victoria, Australia Day concert at Albion Polish House, Dancing Queen, Abba – Morning Melodies with buffet lunch at Roxburgh Park Hotel and Hallam Hotel, Croydon and Camberwell East, Gallery at Narre Warren, Senior’s Picnic at Polana Camp – Healesville, Stamford Park Homestead, Sea Life Melbourne Aquarium, SBS Radio, St. Patrick’s Cathedral, Vietnam’s Church La Vang, St. Mary McKillop Church at Keilor Downs.





**Be Connected, Get Online Week project and IT:** teaching and learning with mobile devices and iPads, interactive activities on iPads – learning how to use Google Translate App, Exploring Poland on YouTube, Health benefits of medical tinctures from YouTube.



**Additional support initiatives:** welfare checks via telephone, Telelink sessions, ongoing engagement through weekly Polish-language radio broadcasts on SBS and Radio 3ZZZ.



These achievements reflect the significant commitment of our staff, volunteers, carers, and families, as well as the unwavering support of our Executive Committee and management team. Collectively, their contribution has ensured the successful delivery of high-quality services consistent with the objectives of the Commonwealth Home Support Program (CHSP).

We remain dedicated to continuous improvement and the delivery of innovative, culturally responsive programs that support the independence, wellbeing, and dignity of Polish seniors. The impact of our Social Support Groups extends well beyond the immediate participants, strengthening family relationships, reducing carer stress, and contributing to the broader goal of building an inclusive and resilient multicultural community in Victoria

**Małgorzata Żuchowska**

Care Services, CHSP Groups & Respite Manager

# RESPITE SERVICES: FLEXIBLE RESPITE & CENTRE-BASED RESPITE

The 2024–2025 financial year has been a year of growth, collaboration, and strong community engagement for our Respite Services. Our Flexible Respite and Centre-Based Respite programs continued to provide vital support for carers and individuals, enabling them to achieve greater independence, wellbeing, and connection.

We remain committed to offering high-quality, person-centred services that respond to the diverse needs of our community. This report highlights key achievements, participation statistics, feedback, and future directions.

## FLEXIBLE RESPITE

Provides tailored in-home and community support, allowing carers to take a break while ensuring clients remain safe, supported, and engaged in meaningful activities.

Our HCP and CHSP clients stayed overnight and during the day at Flexible Respite, Rose Cottage in Crib Point, where they received the best care from our staff members.

Additionally, we provided a Flexible Respite at Home day service to several clients who were receiving care at the time.



2 481

Flexible Respite  
DEX Hours

## CENTRE-BASED RESPITE

Offers structured day programs in a supportive and social environment, focusing on wellness, social interaction, and skill development.

Centre Based Respite groups provide care for our Polish clients so their carers can have a break. Three Centre-Based Respite groups, Highett 1, Highett 2, and Doveton, were attended by 80 clients, 6 staff members, and 3 volunteers.

We offered various activity options to our CBR clients to meet their individual needs. All our staff members took pride and care in delivering professional service to our CBR clients. Our clients participated in different activities such as:

- Weekly support group meetings
- Celebration of 105th anniversary of Poland regaining Independence, the 80th anniversary of the Warsaw Uprising, XXXII Seniors' Day in Geelong, Senior's Picnic at Polana, Healsville, Melbourne Cup, Christmas, Easter, Australia Day Celebration at Polish House Albion
- Outings to: Hastings Pier, Respite House 'Rose House at Crib Point, Blueberry Farm and lunch at the Barn Owl Café in Silvan, Blue Lotus Water Garden at Yarra Junction, Morning Melodies at Hallam Pub, National Reading Action – Nad Niemnem, Get Online Week Arts & Culture, Ferry to French Island, Mother's Day Lunch, Melbourne Cup, Christmas Lunch organized by PolCare, Guests/Speakers, RSL Highett Lunch, Seniors Day with CBR Highett 1 performance, Picnics in Jells Park, San Remo and Phillip Island Chocolate Factory, Red Sand Garden in Cranbourne
- Presentation from Hearing Australia with hearing checks for participants
- Education and information sessions
- Exercise
- Celebration of Polish cultural tradition
- Outing Respite Group

80 clients

3 Centre-based Respite

6 staff members

3 volunteers

6 341 CBR DEX hours

11 755 CBR hours for 2024-2025



Centre Based Respite Group Highett 1



Centre Based Respite Group Highett 2

## KEY HIGHLIGHTS 2024–2025

- Supported over 80 clients from Centre-Based Respite.
- Delivered hours 11,755.
- Increased participation in social and recreational activities by 15% compared to last year.
- Introduced Intergenerational Integrated activities with the local kindergarten.
- Strengthened partnerships with local community organizations to broaden activity choices.

## CHALLENGES AND OPPORTUNITIES

While demand for respite services continues to grow, we have faced challenges with staff recruitment. However, these challenges have also presented opportunities to innovate, strengthen partnerships, and enhance volunteer involvement.

## LOOKING AHEAD 2025–2026

In the coming year, our focus will be on:

- Expanding access to weekend respite services.
- Developing new culturally inclusive programs for diverse community groups.
- Enhancing staff training.
- Strengthening feedback systems to ensure services remain responsive and client-driven.





## ACKNOWLEDGEMENTS

We thank our clients, carers, staff, volunteers, and community partners for their dedication and support. Together, we continue to build a strong, inclusive, and caring environment where every individual feels valued and supported.

‘Together we remember, together we grow.’

**Barbara Bailouni**

CHSP Respite Coordinator

# SERVICE SYSTEMS DEVELOPMENT

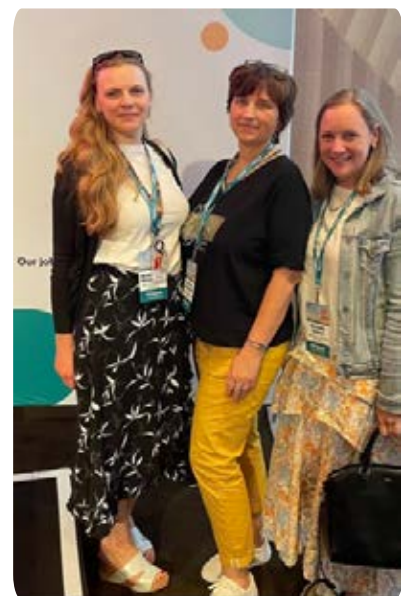
The Service Systems Development (SSD) program is funded by the Commonwealth Government. It assists community aged care service providers to meet Commonwealth Home Support Programme (CHSP) objectives, and develop strategies to deliver safe and quality care services through the Sector Support and Development sub-program activities.

During the 2024/2025 financial year, Polish Community Care Services Inc. (PolCare) continued to develop and implement activities of primary focus in Victoria and state-wide. The primary focus areas and activities included:

- Actively participating in the SSD Community of Practice
- Embedding wellness and reablement into practice
- Engaging on and meeting the requirement of aged care reforms
- Networking and building partnerships with SSD providers
- Ensuring compliance under the Aged Care Quality Standards
- Reporting and strengthening operational procedures
- Developing and disseminating CHSP resources and training
- Supporting the CHSP volunteer workforce (providers and volunteers)
- Embedding diversity and inclusion into practice
- Supporting mainstream navigation services.

To meet the specified focus activities, several methods of delivery were applied. Some of these methods included:

- Collaboration with CHSP and SSD providers;
- Development and dissemination of resources to CHSP providers, employees, and care recipients;
- Establishment and participation of working groups;
- Development of weekly radio podcasts, quarterly bulletins, and wellness and reablement newsletters;
- Hosting events, meetings, and information sessions, and sharing trainings, practical tools, and sector updates;
- Continuous quality improvement.



CHSP National Conference at Marvel Stadium.  
L to R: Aleksandra Waryszewska,  
Mariola Brewińska, Belinda Szwed.



### **PolCare Open Day**

The Royal Commission into Aged Care Quality and Safety made recommendations to significantly reform the aged care sector. This provided PolCare with an opportunity to host an open day with a focus on information and resource sharing.



### **Volunteer sessions**

PolCare supports volunteers by providing informative trainings and workshops. To thank our volunteers for their enormous efforts to build the community stronger, each year we celebrate the National Volunteer Week, the International Volunteer Day, and organise other special events.



### Senior's Picnic

The Annual Polish Seniors' Picnic took place at Polana Camp in Healesville. It attracted around 300 attendees.



### 34th Senior's Day

The Annual Congress of Polish Seniors took place at the White Eagle House in Geelong. Over 300 seniors and guests attended the event from across Victoria.

Participation and delivery of information sessions and community events, such as the annual Seniors' Picnic, Seniors' Day, or International Volunteers Day celebration brings together PolCare staff, care recipients, volunteers, carers, and the wider community. Local CHSP providers and their care recipients are invited to take part to strengthen connections, enhance communication, promote diversity, encourage networking, and enable information exchange.

As a host of a variety of activities, PolCare's SSD program builds on the work of many programs, projects, and events. Therefore, I would like to thank the CEO of PolCare, Bozena Iwanowski, COO/CFO, Marzena Wroniszewska, the Management and Administration team, and our diligent support staff. I would also like to extend special appreciation to our volunteers, who not only contribute to some of the above-mentioned events, but also provide support to many aspects of care for our community.

### Aleksandra Waryszewska

SSD Coordinator / Policy, Quality & Safety Manager

# NATIONAL DISABILITY INSURANCE SCHEME

PolCare has been a registered provider of the National Disability Insurance Scheme (NDIS) since 2018.

During the 2024-2025 financial year, we have been proud to provide culturally relevant care to individuals by supporting:

- Participant independence, social and economic participation,
- The development of participant skills and capacity to participate in the community,
- The ability of participants to exercise choice and control over the services they access to reach their goals.

The NDIS services currently provided by PolCare include:

- Support Coordination
- Access to community, social and recreational activities (Community Participation)
- Assistance with Self-Care (Daily Personal Activities)
- Group and Centre Based Activities
- Assistance with household tasks
- Assistance with Travel/Transport
- Community Nursing Care by a Registered Nurse
- Development of Life Skills
- Meal delivery
- Gardening services
- Plan Management
- Respite/camp at Crib Point Respite House



The individualised support at home services, including Daily Personal Activities or household tasks, enable participants to have access to essential care at home. Participants may receive assistance with shopping, meal preparation, cleaning of the home or garden, attending appointments, going to the chemist, or going to the park for a walk to support mental health and wellbeing. Participants may choose when and how they would like to receive support.

Support for participants to access the community, such as Community Participation or Group and Centre Based Activities, enable participants to access social and civic activities that may strengthen their skills and confidence. Participants can also meet people with similar interests, learn new skills by taking part in a variety of social and community activities, or simply continue to maintain friendships.



Support Coordination services help participants to make the best use of their NDIS plan. Support coordination is a capacity building support which helps participants with understanding their NDIS plan to pursue participant goals, connecting participants to NDIS providers, community, mainstream and other government services, and strengthening confidence and skills to use and coordinate supports individually. There are three levels of support coordination that can be included in a plan, including Support connection (connect with informal, community and funded supports), Support coordination (assist with building the skills to understand and use NDIS plans), and Specialist support coordination (higher level of support coordination for people whose situations are more complex and who need specialist support to manage challenges in a person's environment).

Key achievements in the 2024-2025 financial year:

- Continuing delivery of the Day Program
- Provision of training to Disability Support Workers (current and new staff) to help support worker skill development, regular training provided as needed and required.
- Continue recruitment of new workers to meet the needs of our participants
- Development of respite programs at the Rose Cottage Respite House
- Provision of a range of new community activities
- Promotion of culturally relevant services, provided by bilingual workers
- Linking participants with providers, and therapeutic services to support goal achievement.

All the services available to our participants and families are delivered as per NDIS Quality and Safeguards Commission regulations. Workers are also committed to maintaining a safe environment by performing their duties in line with internal Policies and Procedures.

PolCare continues to work collaboratively with participants, partners, stakeholders, and the community to ensure we share knowledge and expertise for the safe delivery of care to our participants.

**Please enjoy some of the photos below:**



Lorne camp and conference,  
2 participants attended,  
Lorne 31.01-2.02.2025



Ballarat 22.02.2025

**Crib Point Camp Excursions and activities:**

In the middle of January (13-18.01.2025) four of our participants attended camp in Crib Point.



Exploring Mornington Peninsula and surrounding areas (including Western Port Marina and Stony Point), 13.01.2025



Picking tomatoes  
at Crib Point



Swimming pool in  
Crib Point 17.01.2025



Coolart Homestead and  
Sommer's beach  
17.01.2025



Moonlit Zoo and surrounding areas  
15.01.2025



Crib Point Camp, Blueberry Farm  
25.01.2025

I would like to take this opportunity to thank our participants, carers, and family members for trusting in us, and choosing PolCare as their NDIS support provider. I would also like to thank our dedicated Disability Support Workers, who continue to provide individualised care and support to our participants. Lastly, I would like to thank Bozena Iwanowski – CEO, Marzena Wroniszewska – COO/CFO, Committee of Management for their support, as well as all PCCS and PCCV staff for their hard work!

**Katarzyna Mistarz**  
NDIS Program Coordinator

# POLISH COMMUNITY VISITING PROGRAM

*Being kind is the ability to pause,  
to give of your time,  
to let others feel the warmth...  
to look with kindness,  
to smile with joy, and...  
to make another person's HEART  
open like a flower  
in the sunlight.*

**Mother Teresa of Calcutta**

## INTRODUCTION

Volunteers are the heart of our organization. Each year, their dedication, compassion, and tireless efforts drive our mission and allow us to make a lasting impact on the Polish community we serve. Our volunteers include PolCare and PCCV committee members, senior club presidents, and volunteers in the HCP, CHSP and Polish Community Visiting Programs.

This annual report celebrates the extraordinary contributions of our volunteers over the past year, highlighting the breadth of their work, the lives they have touched, and the difference they continue to make.

In 2025, our volunteers continued to be a vital part of our projects and programs—offering not only practical assistance but also valuable interpersonal relationships. These dedicated individuals bring empathy, companionship, and cohesion to the lives of people who might otherwise experience isolation or limited social support. Within the Social Support Groups (nine Social Support Groups and one Respite Group), volunteers participated in regular meetings that provided a safe space for conversation, sharing experiences, and emotional support. They assisted staff with activities, led activities, or simply strengthened a sense of community and belonging through their presence.



Through the Polish Community Visiting Program, 80 volunteers connected with 95 people in 23 nursing homes and about 30 seniors in private homes. They established individual relationships, offering social support, spirituality, and practical companionship to those living in their own homes or care facilities. These visits, while often simple, had a profound emotional impact – reducing loneliness, improving mental wellbeing, and building lasting trust.

## ACTIVITIES AND INFORMATION SESSIONS

I would like to share a few special events, highlights, and good news stories from the program:

### Christmas Party for clients:

- Three Christmas Parties in Sandown Park Hotel in Noble Park (on December 2, 2024 and two on December 3, 2024)
- Polish House 'Syrena' in Rowville – December 4, 2024 (Calendar 2025, Christmas cards, gift, lunch and singing Polish carols)
- Albion Polish Club – December 4, 2024 (Calendar 2025, Christmas cards, gift, lunch and singing Polish carols)

### Meeting of ethnic group leaders

**November 28, 2024** – Meeting of diverse ethnic group leaders regarding assistance to people with individual needs.



### National Sick Day

**February 11, 2025** – Volunteers and lots of PolCare and PCCV clients celebrated this day at the Divine Mercy Shrine in Keysborough. This is an annual opportunity to bring together the elderly and the sick from the community. It is also an opportunity to promote PolCare and PCCV and familiarise the community with the programs provided by PolCare. Volunteers and employees are very involved in preparing prayer, entertainment and refreshments.



### Senior's Picnic

**April 8-9, 2025** – Volunteers and clients of PCCV and PolCare took part in a Seniors' Picnic, which was prepared by the board of Polana Camp in Healsville. All participants were very pleased. As always, one could count on the help of volunteers.

## International Volunteers Week

**May 20-26, 2025** – Traditionally, PolCare and PCCV make sure to remember the volunteers who dedicate their time to others. In our organisation, this week was celebrated on May 2, 2025 in Bunjil Place in Narre Warren. The concert ‘Melinda Schneider’s – A Farewell to Doris’ and lunch was a way to thank PolCare and PCCV volunteers for their support and the help they provide to older, lonely seniors.



## REFLECTIONS OF A VOLUNTEER

by Jerzy Krysiak

*Each of us carries within us the desire to be needed—to lend a hand to another person and make the world a better place, even if only for a moment. Volunteering is a beautiful response to this quiet voice of the heart.*

*The most extraordinary moments are those when you see a glimmer of joy in the eyes of the person you dedicate your time to. When someone is waiting for you, and the minutes spent together take on a meaning beyond anything else.*

*This is a reward that cannot be measured in money—and so little is needed to experience it.*

## THANK YOU TO OUR VOLUNTEERS

On behalf of our entire team, we would like to extend our heartfelt thanks to all of our volunteers. Your time, energy, and compassion are the foundation of everything we do. Whether you support us through transport services, Social Support Groups, the Visiting Program, or in countless other ways, your presence makes a real difference.

Thank you for showing up — not just with your hands, but with your hearts. Your commitment brings comfort, connection, and hope to so many. Each act of kindness, no matter how small, creates a ripple effect that reaches far beyond what we can see.

We are deeply grateful for your continued support and proud to have you as part of our community and our organization.

**Sr Elżbieta Cieślarczyk MChR**

Polish Community Visiting Program Coordinator

**Design and typesetting** Justyna Tarnowska

**Proofreading** Ewa Kubik

**Front cover photo** Siggy Nowak (Pixabay)

**POLISH COMMUNITY CARE SERVICES INC. POLCARE**

**Address:** 7-8/14 Lionel Road, Mount Waverley VIC 3149

**Phone:** (03) 9569 4020

**Email:** [info@polcare.org.au](mailto:info@polcare.org.au)

**Website:** [www.polcare.org.au](http://www.polcare.org.au)

**Facebook:** @POLCARE



