

ANNUAL REPORT 2023/2024

POLISH COMMUNITY CARE SERVICES INC.



ABOUT 'POLCARE'

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

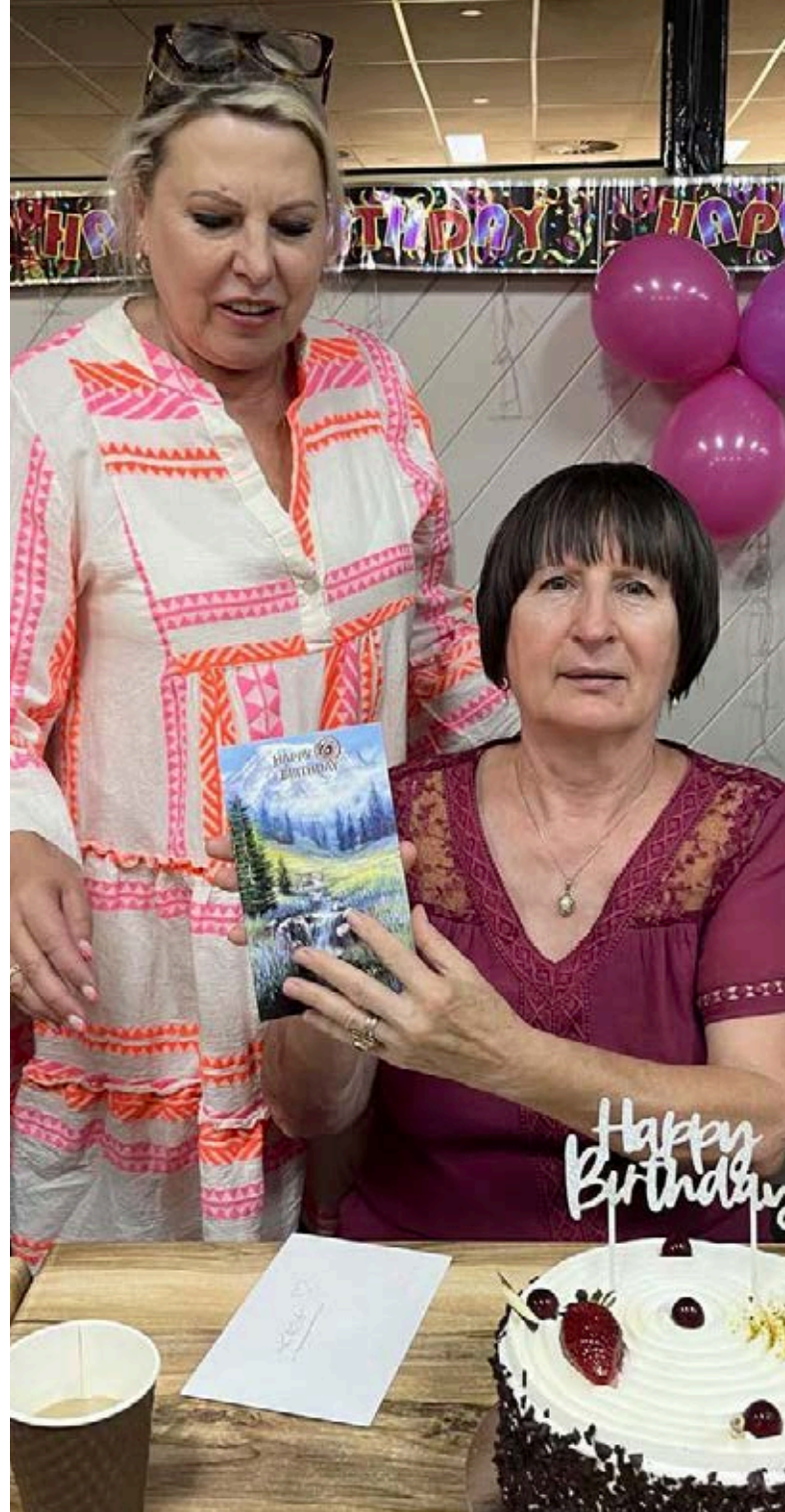
Our purpose is to positively influence the lives of the people we support, by assisting them to live the best possible life at home, with independence and dignity

Our Vision is to be the 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).



Dorota Michna (group leader) during 70th birthday celebrations for Kazimiera Zbieracki at SSG Ardeer/Albion. Albion Polish Club, Feb 29, 2024





Artur Gotz's concert to celebrate Victorian Volunteer Day with PCCV and PCCS volunteers. Mount Waverley, Nov 17, 2023



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 Operational Officer
 /Chief Financial Officer
Jidennaja Harrison – HR Manager
Aleksandra Waryszewska – Quality and Safety
 Manager
Mariola Brewińska – Care Services Manager
Małgorzata Żuchowska – Care Services Manager



Christmas celebration for employees and Executive Committee. Sandown Park Hotel in Noble Park, Dec 8, 2023.

L to R: Andrzej Gasz, Krystyna Gasz, Helene Miąlszygrosz, Elżbieta Dziedzic, Bożena Iwanowski OAM, Teresa Koronczewski, Janina Mazurek, Lidia Witko, Dr Sylwia Greda-Bogusz OAM



A WORD FROM THE CHAIR

This report celebrates 2023/24 as a year in which Polish Community Care Services 'PolCare' Inc., completed all the necessary renovations and settled into our new home in Mt Waverley.

This year's theme was 'Building Our Community Services For The Future', focused on the spirit of community, connections, as well as an opportunity to acknowledge our strengths and adaptability, resilience and determination to provide the best possible services to our Polish Community.

A very special thank you to our Executive Team for their continuous great work in keeping our organisation strong and responsive, Mrs Bozena Iwanowski OAM, Chief Executive Officer, and Ms Marzena Wroniszewska, Chief Operational Officer/Chief Financial Officer. Your strength is simply admirable.

On behalf of the Board, I would also like to thank our **Office Team of Managers** for their leadership and hard work: Jidennaja Harrison – HR Manager/System Software Officer, Aleksandra Waryszewska – Quality and Safety Manager, Mariola Brewńska – Care Services Manager, Małgorzata Żuchowska – Care Services Manager, Magdalena Augustyniak – HCP Case Manager, Grażyna Tyszka – HCP Case Manager/Finance Officer, Monika Krajewski – HCP Care Manager, Joanna Gołębiowska – HCP Case Manager, Barbara Rybarczyk – HCP Case Manager, Belinda Szwed – Case Manager.



Dr Sylvia Greda-Bogusz at the Official Opening of the PCCS Office. Mount Waverley, May 2, 2024





Krystyna Gasz, Elżbieta Dziedzic, Marzena Wroniszewska and Dr Sylwia Greda-Bogusz OAM at the Pink Breakfast – an event organised by Steve Dimopoulos MP. Vanilla, Oakleigh, October 24, 2023



Acknowledgements and appreciations to our Program Officers: Beata Jochim – CHSP Program Officer, Barbara Pawlik – CHSP Program Officer, Ewa Kizewski – SSI and SSD Coordinator, Barbara Bailouni – Respite Coordinator, Katarzyna Mistarz – NDIS Coordinator, Janina Dytman – Respite for Carers Program Coordinator, Justyna Tarnowska – Community Engagement Officer, Katarzyna Kaczmarski – CHSP Team Leader.

Also thank you to our Administration Team for your support work: Ewa Kubik – Finance Officer, Agnieszka Lorenczak – Administration Officer, Belina Szwed – Administration Officer, Monica Babula – Administration Officer

Sincere gratitude to our Nurses and Pastoral Care Team: Donata Romańczuk – Registered Nurse, Małgorzata Supel – Registered Nurse, Dorota Waryszewska – Registered Nurse, Tania Illnes – Registered Nurse, Sr Elżbieta Cieślarczyk – Spiritual and Pastoral Care.

I wish to also acknowledge every person who makes this organisation strong, resilient, viable, and relevant to the needs of our community and sincerely thank them for their hard work every day, our Volunteers you know who you are – my sincere gratitude, you are all simply amazing your work can not be measured, you are graciously generous with your time and efforts.

And to our Information Technology team for keeping us ‘online’ and working without the glitch!

This year was like all the others, hard work, fulfilling all the necessary requirements of audits, keeping up to date with changes, and maintaining great services.

Our organisation is growing from strength to strength in providing the services we are contracted to provide, but also to open our office to various community events, and welcoming VIP’s and various delegations from Poland.

We have a wonderfully furnished incredibly modern and economic commercial kitchen which provides meals for many participants of our various Programs. With a fully functioning kitchen we are now also proud of the opening of our brand-new 'PolCare' Community Cafe functioning in the opening hours of the office to provide for an opportunity to meet and chat during the many functions and activities which take place in our new Home.

I am also pleased to mention that we have started this year with numerous recitals and concerts open to the general community, as well as our facilities that are open now to Community Groups to get together such as 'Teatr Miniatura' rehearsals or Polish Professionals Public Lectures. It is wonderful to see the Polish Community spirit in our 'PolCare' Home.

This year we are saying thank you for the outstanding contribution to our Board to Mr Edward Bialy who has retired.

I also would like to sincerely thank my Board colleagues; Dr Edyta Rozycki CPA- Deputy Chair , Ms Grazyna Lidia Galas-Treasurer, Mrs Lidia Witko – Secretary, Ms Nina Mazurek – Member. You are wonderful to work with

and I thank you for volunteering your time and skills to this exceptional organisation. Thank you for your work and guidance.

This year we have also welcomed our Board's newest Member Mrs Angelica Suarez (nee Guz), Barrister and Solicitor of the Supreme Court of Victoria currently working for the Victorian Government in Emergency Management Victoria as a Manager, Legal Policy and Legislation. Mrs Suarez was born in Australia to Polish parents. She speaks, writes and reads Polish language fluently. We are very pleased to have Angelica on our Board.

Finally, to all the Polish Clubs, Organisations and Associations, whom we work so closely; you are a wonderful support, and we are proud to be working with you. Likewise, to many organisations and our stakeholders outside of the Polish Community, we thank you for your ongoing commitment to our community and for the support of our organisation.

Thank you all.

With sincere gratitude,

DR SYLWIA GREDA-BOGUSZ OAM
CHAIR OF THE BOARD

A WORD FROM THE CEO

I am pleased to present the CEO's report for 2023/24.

Guided by our Strategic Plan, we remain driven and focused on Polish Community Care Services Inc. 'PolCare' as a provider of choice for culturally tailored services that sustain and nurture individuals, promote Polish community well-being, and celebrate diversity.

'PolCare' encountered significant operational and strategic challenges over the last twelve months, some of which included:

- Implementation of governance training for committee members
- Ongoing operational challenges like staff recruitment
- Making improvements to our Lookout software.

We maintain our membership with the Aged & Community Care Providers Association (ACCPA), the national association for providers of age services across residential care, home, and community care. I would like to thank everyone in our 'PolCare' family for another remarkable year of conquering challenges.

Throughout the 2023/24 Financial Year 'PolCare' continued to gain a skilled and experienced workforce dedicated to enhancing care quality and services for each of our participant and clients (300 plus for PCCV & 700 plus 'PolCare'). This means accepting each person and their individual preferences and supporting them to live the best life they can at home. Home care will continue to evolve to provide higher quality care and more sophisticated, personalized, holistic and technologically driven services.



Bożena Iwanowski OAM presenting a book of short stories by Krystyna Wiśniewska. 32nd Polish Seniors' Day at Albion Polish Club, October 25, 2023





Elżbieta Dziejdzic, PCCV President and Bożena Iwanowski OAM, PCCS CEO at the 40th anniversary of the opening of 'Syrena' Polish House. Rowville, Mar 28, 2024



GOVERNMENT REFORM

'PolCare' strongly supports the key recommendations of the Aged Care Taskforce that seek to make home care more sustainable, person centred and fair.

WORKFORCE

This year our staff numbers exceeded 150. Improved wages for aged care workers – The Fair Work Commission finalised its Stage 3 decision on aged care wages in March 2024 with eligible care and support workers to receive an additional pay increase of up to 13.5%.

The previous Fair Work Commission pay increase of up to 15% to eligible aged care workers in July 2023 has seen a notable reduction in employee turnover and an uptick in job applications, especially in personal care worker classifications.

NEW AGED CARE ACT

The Royal Commission into Aged Care Quality and Safety found that the current Aged Care Act is no longer fit for purpose and that a new Act should focus on creating a simpler, safer system, strengthening the powers of the

regulator and creating more choice and control for residents. The Government targeted legislating a 1 July 2024 commencement date, however following extensive feedback received during the consultation period on the incomplete exposure draft, this has now been postponed to 2025.

NEW QUALITY STANDARDS

The new legislative regime will include strengthened Quality Standards that are designed to improve outcomes for older people and set clear expectations for providers in delivering quality home and disability care. Despite the delay in commencement, 'PolCare' continues to roll out upgraded systems and processes to meet the proposed new standards.

HR AND WORKFORCE DEVELOPMENT

We are committed to building and investing in our staff by providing comprehensive training and development opportunities that support continuous professional growth. We actively encourage our team to pursue professional training to enhance their skills and expertise and we have provided an average of 38 hours

of professional training for each staff member to ensure they are equipped with the skills and knowledge to perform their duties effectively. Currently, our workforce consists of 353 workers, including 237 external contractors and 116 directly employed staff in casual, part-time, and full-time positions. Through these investments, we aim to maintain a highly skilled and dedicated workforce, minimise staff turnover, and create a strong and supportive workplace.

We understand that upcoming reforms may require a workforce restructure. In response, we are committed to help our staff through necessary adjustments, ensuring that we align with industry changes while continuing to deliver high-quality care.

BEYOND BLUE FUNDRAISING

Among our Polish community and supporters, we successfully raised \$3,033 for Beyond Blue, an organisation dedicated to supporting mental health and well-being across Australia. This achievement reflects our commitment to addressing critical social issues and fostering a culture of care and solidarity within our community. The initiative was organised at 'PolCare' by Janina Dytman.

Our purpose is to deliver personalised and respectful care that embraces the experience of ageing. 'PolCare' is focused on delivering safe, effective and integrated care for participants and clients. In the 2024 Financial Year we made significant advances on embedding and integrating the person-centred model of care.

A new Action Plan has been rolled out with the aim to integrate inclusivity into every facet of our operations. In terms of our staff, we are enhancing our new employee management system to improve the direct staff experience, increase effectiveness, and ensure accuracy and reporting compliance. We reduced external agency usage and improved talent acquisition,

learning, development and leadership frameworks. The employee engagement survey in March 2024 demonstrated a strong engagement score of 86%. We enhanced our business intelligence systems, work practices and cybersecurity capability. We are actively exploring the role of artificial intelligence (organising trainings) and its potential to improve care and create time efficiencies for our workforce.

These investments in people, processes and systems have improved the sustainability of earnings and reduced risk. We have an experienced management team, a well-trained workforce and systems that are more scalable and reliable. Increased permanent staffing levels improve the worker experience, reducing turnover, and training costs.

Increasing the number of clients and hiring more employees in the context of new programs like gardening and maintenance posed challenges. We aim to introduce much-needed programs and opportunities for our participants, such as the NDIS Day centre.

The board and senior management demonstrated competence in collaboration throughout the year.

I extend my sincere thanks all people who guided, supported, and assisted me over the years. To the 'PolCare' Board of Management, each member, past and present, thank you for your unwavering support and encouragement. A special appreciation goes to Chair of the Board, Dr Sylwia Greda-Bogusz OAM. To the Polish Community Care Services Inc. 'PolCare' team of staff and volunteers, thank you for working together establishing and upholding professional values and standards at 'PolCare'.

BOŻENA IWANOWSKI OAM
CEO

OUR SUPPORTERS & PARTNERS

The 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 2023–2024.

- Department of Health
- Department of Social Services
- Ethnic Community Council of Victoria (ECCV)
- Seniors Right Victoria
- Carers Victoria
- Palliative Care Victoria
- City of Monash
- City of Brimbank
- City of Greater Dandenong
- City of Casey
- City of Kingston
- Australian-Croatian Community Services
- Victorian Multicultural Commission (VMC)
- Australian Society of Polish Jews and their Decendants
- General Consulate of the Republic of Poland in Sydney
- End of Life Direction for Aged Care (ELDAC)

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
- 17 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

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 2024.

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 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 30th June 2024 and the profit and cash flows for the year ended 30th June 2024 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)
25th November 2024

A WORD FROM THE TREASURER

Polish Community Care Services Incorporated 'PolCare' is a not-for-profit public benevolent charitable incorporated association that has been providing community-based quality care services to older and disable Polish – Australians as well as their carers.

'PolCare' has been funded by the Government Grant Fundings, Clients' contribution, membership fees and fundraising activities with the most significant grants received from Departments of Health and Aged Care, Department of Social Services/NDIA, DHHS Department of Health as well as Department of Families, Fairness and Housing.

In accordance with the auditor's report, the financial figures for the reporting year 2023–2024 state the total income of \$4,115,631.00, the total expenditures of \$3,919,948.00 and the net profit of \$195,683.00. The total equity balance sheet figure is reported as \$3,655,589.00 and cash of \$1,345,568.00 available on hand.

I would like to express my deepest thanks to all colleagues from the Board of Management and our staff for their support in the tasks associated with the services and events provided by 'PolCare'.

GRAŻYNA GALAS
HONORARY TREASURER

POLICY, QUALITY & SAFETY MANAGER

Polish Community Care Services Inc. continues to deliver safe, holistic and high-quality care for consumers through effective governance and operational processes, ongoing monitoring, and regulatory compliance with relevant legislation and the Quality Standards.

The year 2023-2024 presented many opportunities for growth. We have continued to work with older Australians and Australians with a disability by offering a variety of services that are tailored to the individual needs and goals of every care recipient. The community that we serve has been at the centre of our work.

Our internal quality audit and the NDIS recertification audit occurred on 6th May 2024 and 13th June 2024 and demonstrated that we are competent across every standard of care. The recertification audit focused on service provision and operations, file reviews, business planning and governance, and human resources. Care recipients, representatives and staff were able to share their positive experiences during the interview process. The identified improvements have been applied across 4 areas: policies and procedures, risk assessments, service agreements, and transfer plans.

RISK & INCIDENT MANAGEMENT

Through the ongoing monitoring, identification, assessment, and mitigation of risks, we have been able to prioritise safety, increase efficiency, implement continuous improvement strategies, and focus 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 2023-2024 Financial Year, 'PolCare' recorded a total number of 14 incidents. No incidents deemed as reportable to the Commission were identified.

EMERGENCY MANAGEMENT

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. We have established the Emergency Planning Committee during the 2023-2024 Financial Year with the aim to develop, implement, review and maintain effective emergency procedures. Regular drills are scheduled by the Emergency Control Organisation to ensure that everyone knows what to do in the event of an emergency. The Emergency Management plan is reviewed at least annually.



COMPLAINTS & FEEDBACK

Care recipients are provided with information about PolCare's complaints processes and resolution system. Complaints and other feedback made by all parties are welcomed, acknowledged, respected and well-managed. During the 2023-2024 Financial Year, 'PolCare' officially recorded and resolved a total number of 4 complaints. We have also been honoured to receive 9 official compliments in relation to our services, and staff have reported positive feedback from care recipients during service provision.

INFORMATION MANAGEMENT, PRIVACY & CONFIDENTIALITY

Management of each care recipient's information ensures that it is identifiable, accurately recorded, current and confidential. Information is easily accessible to each care recipient and appropriately utilised 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 the changing needs of care recipients.

QUALITY MANAGEMENT & CONTINUOUS IMPROVEMENT

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. We are in the process of collecting data for PolCare's 'Consumer Satisfaction Survey' to provide us with a clear understanding of care and service satisfaction levels among care recipients and help inform our continuous improvement plan.

The national aged care reforms have further enabled 'PolCare' to plan for continuous improvement and enhance the standard of care. We have been in the process of significant transformation, through our adjustment to and implementation of recommendations made by the Aged Care Quality & Safety Commission. Some of the biggest changes include the application of the Serious Incident Response Scheme (SIRS), the establishment of the Advisory Committee, and compliance with the new Code of Conduct for Aged Care, among many other reform measures. We will continue to implement further changes based on the recommendation of the Commission.

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

SOCIAL SUPPORT GROUPS

As we reflect on the past year, we are proud of what Polish Social Support Groups have achieved. Our collective efforts have made a significant impact, providing vital support to lonely and vulnerable people, and strengthening our sense of community. This report highlights our key accomplishments, challenges, and future aspirations. We extend our heartfelt gratitude to everyone who has contributed to our success.

At 'PolCare', our mission is to create a safe and inclusive environment where individuals can find emotional, psychological, and practical support. We are dedicated to reducing isolation, enhancing wellbeing, and fostering a sense of community belonging among our members. Through our comprehensive range of programs and services, we strive to offer a supportive network for those facing life's challenges.

Our Social Support Groups have been pivotal in achieving our mission. These groups offer safe spaces for individuals dealing with loneliness, grief, stress, and other challenges. In 2023-2024, our programs have proven to be a crucial resource for many, providing emotional support and fostering connections among participants.

This year, over 208 clients participated in our SSG programs, benefiting from our comprehensive support services. Our programs collectively ran for an impressive 34 662.5 hours, reflecting the extensive commitment and dedication of our team.

To ensure accessibility and convenience, we provided transportation for clients to and from our SSG venues in Rowville, Brunswick, and Oakleigh. This service was facilitated via taxi, making it easier for participants to attend sessions and fully engage in the program.





Our SSG programs follow a person-centred care model. Seniors who attended the program were able to participate in different activities that catered to personal interests and individual abilities. All activities were based around encouraging independence and promoting active living, positive ageing, wellness and reablement.

Our achievements are a source of pride for our staff and our organization. Each year, we continue striving to deliver the high quality of service that PCCS is known for.

After hours we kept our clients very busy in various ways: telephone welfare checks, Telelink, weekly Polish broadcasts on SBS radio and a monthly broadcast on Radio 3ZZZ.

GROUPS IN NUMBERS

SSG Rowville	20 clients
SSG Brunswick	29 clients
SSG Oakleigh	21 clients
SSG Relax	23 clients
SSG Sport	22 clients
SSG Ardeer	16 clients
SSG Reservoir	25 clients
SSG Doncaster	36 clients
SSG Keysborough	16 clients





9

Social Support Groups

34,662.50

Hours

16,098

DEX Hours

208

Clients

16

Staff

9

Volunteers



Throughout the year, we organized a variety of activities and programs designed to meet the diverse needs of our community:

- Weekly support group meetings
- Celebration of religious occasions and cultural traditions: 105th anniversary of Poland regaining Independence, 79th anniversary of the Warsaw uprising, XXXII Senior's Day at Albion, Senior's Picnic at Polish Camp 'Polana' at Healesville, Melbourne Cup, Valentine's Day, Anzac Day, Mother Day, Flag Day, May 3 - Constitution Day Christmas, Easter
- Telelink
- Be Connected and Get Online Week project
- Education and information sessions: blood pressure and sugar level measurements, feng shui, positive thinking, Nicolas Copernicus, everything about macadamia

nuts, how to look after your brain, interesting facts of bees, national reading of Eliza Orzeszkowa novel 'Nad Niemnem', Amazonian herbs, museums, galleries and historical buildings worth visiting, world ocean day, falls prevention, world population day, active senior, St.Mary Mckillop, travel around the world - Timor and Georgia, Mother Teresa from Calcutta, P.E.Strzelecki - life, traveling, mental health week, positive effect of mindfulness, get on-line week - google arts & culture, Beyond Blue, health products: kombucha, sauerkraut, lemon, emoji's & emotion's meanings, artificial intelligence, dementia, movie 'Life in Colour' - David Attenborough, movies: 'Forgotten Love' (Znachor), 'No Pressure' (Nic na Sile) and 'Mary's Land', CHSP & HCP programs, palliative care, etc.





- Presentation from Hearing Australia with hearing checks for participants, Independence Australia & Mobility Aids, Magical Show, Artur Gotz performance, Morning Melodies with Paul Hogan, Meeting with an editor from SBS Radio – Agnieszka Burton
- Outings: Flexible Respite ‘Dom pod Roza’, Crib Point, Hasting’s Pier, Village Green Mulgrave lunch, Easter Lunch at Manhattan Hotel, Magical Performance at Thornbury Theatre, Information & Regional Artspace, Gallipoli Park, Stevenson and Phantom Falls at Marysville, Jells Park, Springvale Cemetery, Movie in Cinema ‘Journey to Bethlehem’, Blueberry Farm and lunch at the Barn Owl Café in Silvan, Cranbourne Botanic Garden, ‘PoLCare’ Office, Werribee Park and Mansion, Mordialloc Beach and

Pier, Coolart Wetlands & Homestead, RAN Band Soundwaves Concert, Keysborough Polish Church, Frankston City, Riverlea Estate – Warrandyte, Memorial Shrine at City, Saint Charbel Monastery at Coburg.

I extend our deepest thanks to the Executive Committee, Managers, Staff, our clients and their families, carers and volunteers, who contributed to the success of the Social Support Groups program in 2023-2024. Your support has had a huge impact on the lives of our Polish seniors attending Social Support Groups.

MAŁGORZATA ŻUCHOWSKA
 CARE SERVICES, CHSP GROUPS
 & RESPITE MANAGER



RESPIRE

Welcome to the Annual Report of the 2023 – 2024 accomplishment of the **Respite (Flexible Respite and Centre Based Respite)**. The report highlights our dedication to provide vital support to individuals within our community and making a positive impact on their lives.

Our mission is to create a safe and inclusive environment where individuals can find emotional and practical support. Our goals include reducing isolation, enhancing well-being and promoting a sense of belonging among our members.

Our Flexible Respite clients from CHSP and HCP stayed overnight and during the day at Rose House in Crib Point where they received the best care from our staff members. As well during this time we offered a Flexible Respite at Home-Day service for a several clients who were receiving care at the time. Flexible Respite DEX Hours 2614 reported.

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 attends 76 clients with 6 staff members and 1 volunteer.

CBR Highett at Dandenong Ranges Botanical Gardens, Sept 18, 2023



We offered various activities 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 were participating in different activities:

- Weekly support group meetings
- Celebration of 105th anniversary of Poland regaining Independence, 78th anniversary of the Warsaw Uprising, XXXI Senior's Day in Ardeer, Senior's Picnic at Syrena House in Rowville, Melbourne Cup, Christmas, Easter
- Outings to: Hastings Pier, Respite House 'Rose Cottage' 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', Gusts/Speakers, RSL Highett Lunch, Seniors Day with CBR Highett 1 performance, Picnics in Jells Park, San Remo and Polana Healesville, Phillip Island Chocolate Factory, trip to Mt Buller CBR Highett 1, Red Sand Garden in Cranbourne, French Island
- Presentation from Hearing Australia with hearing checks for participants
- Education and information sessions
- Exercise
- Celebration of Polish cultural tradition

5,655

Center Based Respite
DEX hours reported

10,690

Centre Based Respite
hours for 2023-2024

I'm very proud of the fantastic work our Respite staff have been doing to contribute to successful year.

I would like to thank our Executive Committee, our Managers, and all Staff and Volunteers for their dedication and hard work. At least I would like to thank our clients and their families for their continued support towards our organization.

BARBARA BAILOUNI

RESPITE COORDINATOR



SERVICE SYSTEMS DEVELOPMENT

WHAT IS THE SERVICE SYSTEMS DEVELOPMENT PROGRAM?

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 2023/2024 financial year, Polish Community Care Services Inc. ('PolCare') continued to develop and implement activities of primary focus to increase CHSP provider capability and improve the quality of service delivery. SSD activities delivered by 'PolCare' were available in Victoria and state-wide, enabling 'PolCare' to support a diverse range of CHSP providers.

The primary focus areas and activities that were successfully delivered by 'PolCare' under SSD 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.

Information session at 'PolCare': Palliative Care, Aged Care Reforms, Quality Standards & Regulations





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

- Collaboration and networking with CHSP providers through information exchange, trainings and consultation
- Development and dissemination of resources to CHSP providers, employees, and care recipients
- Establishment of working groups with a focus on the new quality standards (including Clinical Care and the Person)
- 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.

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 review current processes, and to inform our employees and the community about the aged care reforms, as well as some important aspects of clinical care.

'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.

The expo took place at Bunjil Place on 31st of July 2024 and provided an opportunity for aged care providers to come together and explore career opportunities in the aged care industry.



Top photo: Information session: Volunteers, Carers & Senior Citizen Club members

Bottom photo: Career "Caring Futures" Expo



The Annual Polish Seniors' Picnic took place on the 10th of April, 2024 at Polana Camp in Healesville. It attracted around 300 attendees.

XXXII Senior's Day: The Annual Congress of Polish Seniors was held on the 25th of October, 2023 at the Polish Club in Albion. Over 300 seniors and guests attended the event from across Victoria.

The delivery of 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 in these events, which not only promote diversity, but also strengthen connections, enhance communication, encourage networking, and enable information exchange.

As a host of a variety of activities, PolCare's SSD program builds on the work of every single project, event and employee. Therefore, I would like to thank our CEO, Bozena Iwanowski, COO/CFO, Marzena Wroniszewska, and our Management team for their innovation, and our fantastic Administration team and 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 with administrative tasks, transport and many other aspects of care for our community. Lastly, special thanks go to Ewa Kizewski, who dedicated her time towards SSD for many years before my recent onboarding to the program.

ALEKSANDRA WARYSZEWSKA
SSD COORDINATOR,
POLICY, QUALITY & SAFETY MANAGER

Top photo: Senior's Picnic
Bottom photo: XXXII Senior's Day



COMMONWEALTH HOME SUPPORT PROGRAMME

Our CHSP program allows clients who are at entry level to be able to access much needed services quickly, while they wait for services from the Home Care Package program. We provide services to seniors in the north, east, south and west of Melbourne and also regional Gippsland and Mornington Peninsula. Our aim is to support our clients so that they are able to live independently and safely in their own homes.

The services we assist with are **Personal Care, Domestic Assistance**, indirect transport, home maintenance and gardening services, Social Support services and Meals services.

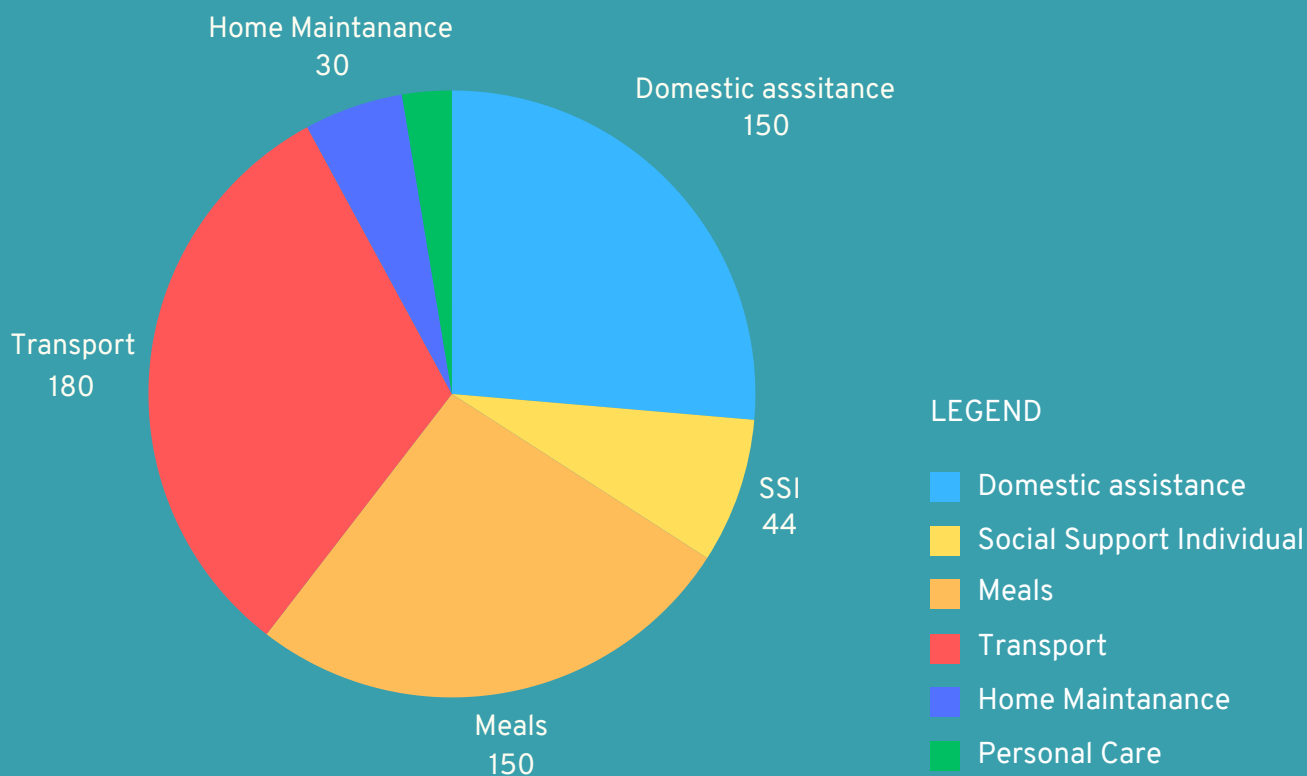
Our Personal care services includes help with personal hygiene, showering and dressing up and helping the client feel clean and good about themselves.

Services offered through our domestic assistance program include help with cleaning in the home, cleaning of bathroom and shower areas, vacuuming, washing and may also include help with meal preparations.

It is currently our biggest and most sought after service within the CHSP providing help to over 150 clients.

Polish Community Care Service's transport assistance is provided in the way of indirect transportation. Our service is aimed at helping clients get to and from medical appointments and social support groups and ensure that our clients can feel confident and safe about traveling to sometimes unknown and unfamiliar places.





The social support Individual program is aimed at supporting our clients with their shopping needs. Our carers can help clients with grocery shopping and food requirements, pharmacy needs and overall support and wellbeing.

Our Meals Program is a unique one of a kind service whereby our volunteer workers deliver a 3-course, freshly made, authentic Polish meal to clients.

We are not only proud to offer our meals services to the Polish Community, but share our food traditions with many other nationalities and culturally diverse community within the Melbourne metropolitan areas.

Our Home Maintenance maintenance services currently offer assistance to clients living in the south and East of Melbourne .We also help clients in need of small home maintenance repairs and general house and garden tidying for the client to live in a safe environment.

MARIOLA BREWIŃSKA
 CHSP (TRANSPORT, DOMESTIC ASSISTANCE, PERSONAL CARE, MEALS, SSI, HOME MAINTENANCE),
 CARE MANAGER

NATIONAL DISABILITY INSURANCE SCHEME



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

During the 2023-2024 financial year, we have been proud to provide culturally relevant care to a growing number of participants, 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

- 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 well-being. 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. Participant may 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 participant 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).






CRIB POINT CAMP EXCURSIONS

In the middle of June 21-23/06/24 three of our participants were able to attend camp in Crib Point and one more participant was able to join us for the Saturday activities. We explored Mornington Peninsula. We visited Charlie's Auto Museum, discovering new places and attractions at Arthurs Seat, Lunch at the foreshow of Dromana, chocolate Factory at Flinders and on the way back to Crib Point we made a last stop for a walk and bird watching

at Coolart Homestead in Somers. On Sunday we continued to explore surrounding areas, we went to Sage Cottage Farm Café in Baxter, and McClelland Sculpture Part and Gallery in Frankston. After a long walk we had some well-deserved lunch at the local shopping centre, where our Participants could choose their preferred meals.





Ballarat camp and conference, February 2024 

Key achievements in the 2023-2024 financial year:

- NDIS Audit
- Provision of training to Disability Support Workers (current and new staff) to help support worker skill development
- Continue recruitment of new workers to meet the needs of our participants
- Introduction of weekly groups at our new office
- 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.

The NDIS Audit was carried out over a two-day period in May and June 2024. We are proud to share with you that there have been no non-conformities observed in PolCare's NDIS processes. This showed that 'PolCare' provides services in accordance with NDIS Standards. We would like to express our thanks to our participants and staff, who provided positive feedback about 'PolCare'.

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, and by applying infection control measures through relevant OH&S training, effective hygiene practices, waste management practices, testing, and the use of PPE (including the use of extra cleaning products, antibacterial wipes, gloves, aprons, masks, disinfectants).

'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.

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 have been continuing to provide quality 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

*Volunteering is at the very core of being a human.
No one has made it through life without someone else's help*

Doris Haddock

INTRODUCTION

This report provides an overview of the volunteer programs run by PCCV and 'PolCare' from July 1, 2023 to June 30, 2024. During this period, our dedicated volunteers have played a key role in supporting older adults in our community. A large group of Volunteers, actively participate in the following programs: Commonwealth Home Support Program (CHSP), Home Care Packages (HCP), Social Support Groups (SSG), Respite Services, Social Support Individual (SSI), Polish Community Visiting Program (PCVP). Each of these programs plays a key role in providing support and engagement to older adults, providing them with the care and companionship they need.

Volunteers support all the above-mentioned programs with their help. Volunteers help with transport, delivering lunches, packing them, in SSG and Respite activity groups, Telelink, in preparing occasional meetings. Polish Community Visiting Program is led only by volunteers and it is funded by the organisation. The aim of the program is to activate the lives of elderly people who live alone or feel lonely, as well as younger disabled people. The role of volunteers in this program is to maintain the well-being of people who feel isolated and have no opportunity to establish contacts with other people or social groups. Trained volunteers visit clients living in their homes, or in the aged care facility, and keep them company, try to create an atmosphere of friendship and trust, and provide social and spiritual support.



VOLUNTEER RECRUITMENT AND TRAINING

Our volunteer program attracts individuals from diverse backgrounds, including students, retirees, and professionals. We conduct orientation sessions to provide an overview of our mission, values, and the specific needs of the elderly population. Volunteers undergo training on communication skills, empathy, and safety protocols to ensure they are well-prepared for their roles.

IMPACT ON THE ELDERLY COMMUNITY

The presence of volunteers significantly enhances our service delivery. Feedback from seniors indicates that interactions with volunteers boost their mood and overall well-being. Many report feeling more connected and supported, which is crucial for mental health.

CHALLENGES FACED BY VOLUNTEERS

Despite their positive impact, volunteers encounter challenges such as:

- **Emotional Strain:** Dealing with the emotional needs of seniors can be taxing, requiring volunteers to maintain strong emotional resilience.
- **Time Commitment:** Balancing volunteer responsibilities with personal and professional lives can be difficult for some.
- **Training Needs:** Continuous training and support are necessary to equip volunteers with the skills needed to handle various situations effectively.

ACTIVITIES AND INFORMATION SESSIONS

10 February 2024 – National Sick Day. Volunteers and lots of ‘PolCare’ and PCCV client’s celebrated this day in Divine Mercy Shrine in Keysborough. This is an annual opportunity to gather more elderly, sick people. It is also an opportunity to promote ‘PolCare’ and PCCV and familiarize with the programs run by this organization.



Volunteers and employees are very involved in preparing the prayer part, as well as the entertainment part - refreshments and an artistic program.

10 April 2024 – Senior’s Picnic – Healsville.

Volunteers and clients of PCCV and ‘PolCare’ took part in a senior picnic, which was prepared by the board of Polana in Healsville. All participants were very pleased. As always, one could count on the help of volunteers.

20–26 May 2024 – International Volunteers

Week. Traditionally, our Organization ‘PolCare’ and PCCV have not forgotten about volunteers who dedicate their time to others. In our organization, this week was celebrated on May 23 in our office. Many volunteers gathered. They had the opportunity to meet together, talk and take part in a training, which this year was led by the organization from Palliative Care. The topic: "Planning palliative care". After the training, the volunteers received thanks for their contribution to helping in the programs of the organization by presenting diplomas and small gifts. Thanks were also given to Mrs. Ewa Kizewska, who worked in the volunteer program for several years and now took on another responsibility. Thanks were also directed to the volunteers who finished their service in our organization.

CONCLUSION

Volunteers are a vital asset to our organization, significantly impacting the lives of the elderly we serve. By addressing challenges and enhancing support systems, we can strengthen our volunteer program and continue to provide exceptional care to the seniors in our community. Their dedication not only benefits the elderly but also enriches the volunteers' lives through meaningful engagement and personal growth.



ACKNOWLEDGEMENTS

I would like to express my sincere gratitude to all of the volunteers and staff of ‘PolCare’ and PCCV for their unwavering dedication and hard work in supporting older Poles. Your compassion and commitment have made a profound impact on the lives of many seniors, helping to alleviate loneliness and improve their overall well-being. Thank you for your invaluable contribution and for being a source of comfort and joy in our community. Your efforts truly embody the spirit of service and kindness.

Sr ELŻBIETA CIEŚLARCZYK MChR
POLISH COMMUNITY VISITING
PROGRAM COORDINATOR

EVENTS HIGHLIGHTS

Jul
2023



CHRISTMAS IN JULY

SSG and CBR Groups enjoyed dancing and singing at the Christmas Morning Melodies at Roxburgh Park Hotel.

Aug-Sep
2023



ANNIVERSARIES OF THE WARSAW UPRISING AND WORLD WAR II

Special activities were conducted during SSG and CBR group meetings to commemorate the 79th anniversary of the Warsaw Uprising and the 84th anniversary of the outbreak of World War II.

Sep
2023



'NATIONAL READING'

Groups joined in a reading of 'Nad Niemnem' by Eliza Orzeszkowa. The event took place as part of the 'National Reading' (pl. Narodowe Czytanie) action, which has been organised by the Chancellery of the President of the Republic of Poland since 2012.



BEYOND BLUE FUNDRAISING

In September and October among our Polish community and supporters, we successfully raised \$3,033 for Beyond Blue, an organisation dedicated to supporting mental health and well-being across Australia. The initiative was organised at 'Polcare' by Janina Dytman.

Oct
2023



GET ONLINE WEEK 2023

On 16-22 October, seniors participated in GOW 2023. The Google Culture & Art app was introduced to members of our SSG and CBR groups. Participants learned how to explore art resources online, visit museums online, and create their own art and music.



PINK BREAKFAST AT VANILLA, OAKLEIGH

In October, Steve Dimopoulos MP invited Victorian organisations to the Pink Breakfast – an annual event which aim to raise awareness and funds for breast cancer research. The event was attended by representatives of both 'PolCare' and PCCV.

L to R: Steve Dimopoulos MP, Dr Sylwia Greda-Bogusz OAM (with raffle prize), Melissa Hamilton, John Mullahy MP



XXXII SENIORS' DAY AT ALBION POLISH CLUB

Our 32nd annual Seniors' Day was held on the 25th of October 2023. More than 300 patrons attended the attraction-packed event. The winners of the Polish Seniors' Poetry Competition and Competition about Paul E. Strzelecki were announced at the event.

Nov
2023



POLISH INDEPENDENCE DAY CELEBRATION GALA DINNER AT ALBION POLISH CLUB

On the 11th of November 2023, over 200 patrons gathered for a gala dinner in celebration of Poland's National Independence Day. The star of the evening was Artur Gotz – Polish vocalist and actor.



EXHIBITION ABOUT SIR PAUL E. STRZELECKI

PCCV and 'PolCare', with the support of the Consulate General of the Republic of Poland in Sydney, delivered the 'Sir Paweł Edmund Strzelecki. Traces of a researcher and traveler in Australia' exhibition, to celebrate the 150th anniversary of the death of Paweł Edmund Strzelecki – chosen by the Polish Parliament as one of the patrons of the year 2023. The eighteen panel-exhibition was presented in various venues in Melbourne from October through to December 2023. The exhibition was prepared by Bożena Iwanowski OAM, Małgorzata Żuchowska, Bogdan Płatek and Paweł Bal.



XIX POLISH FESTIVAL AT FEDERATION SQUARE IN MELBOURNE

Thousands of people gathered at the Polish Festival on Nov 12, 2023 to celebrate Polish culture. The PCCV and PCCS stalls promoted aged care and disability services and offered the opportunity to purchase Polish souvenirs, children's books, and calendars for 2024.

Dec
2023



CHRISTMAS CELEBRATIONS

Christmas celebrations for our groups and the whole Polish community were held throughout December 2023. PCCS organised two Christmas parties: on the 1st of Dec at 'Syrena' Polish House in Rowville, and on the 5th of Dec at Albion Polish Club.

Jan
2024



EXCURSIONS

At the start of 2024, seniors' groups participated in excursions to Philip Island, French Island, Werribee Mansion, Royal Botanic Gardens Cranbourne, Mordialloc and Silvan (blueberry picking).

Feb
2024



FLEXIBLE RESPITE

During February and March, many PCCS clients spent time at the 'Rose Cottage' Respite House in Crib Point, as part of the 'Flexible Respite' program. There, they had the opportunity to relax and enjoy the beauty of the Mornington Peninsula.



WORLD DAY OF THE SICK

On February 10th, 2024, PCCS, PCCV and the Divine Mercy Shrine in Keysborough organised a celebration in honour of the World Day of the Sick. Participants gathered for Holy Mass followed by lunch.



WORKSHOPS FOR PCCS STAFF

On February 3rd and 4th, 2024, a two-day conference for Polish school teachers, community leaders and Polish Community Care Services staff, was held at the Mercure Hotel and Convention Center in Ballarat. During the conference staff attended workshops covering topics important to those working in the aged care sector. Psychologist Dr Karolina Krysińska spoke about difficult behaviours and techniques for managing them. Interactive classes were conducted using games and other teaching aids.

Mar
2024



POLISH SENIORS' PICNIC

The Polish Seniors' Picnic was held over two days on March 10-11, 2024, at the 'Polana' Camp. Over 200 patrons came to the Polish Associations in Melbourne's headquarters in Healesville to enjoy the Victorian Seniors' Week. A special artistic program was performed by Polish Community Theater 'Miniature' after J. Szaniawski. Our singing and dancing was accompanied by the music of Richard Stacewicz, accordionist. Traditional Polish dishes such as hunter stew, kransky and Polish donuts were served. The proceeds from the raffle (approx. 2000 AUD), were donated to the Polish Association in Melbourne for the development of the 'Polana' Camp.



INTERNATIONAL WOMEN'S DAY CELEBRATIONS

On March 8th, 2024, Victorian ethnic organisations met in St. Albans to celebrate International Women's Day. The guests of honour were Hon. Jacinta Allan MP, Premier of Victoria and Hon. Natalia Suleyman MP, Minister for Veterans, Small Business and Youth. PCCV President Elżbieta Dziedzic and PCCS CEO Bożena Iwanowski OAM represented the Polish community.

L to R: Bożena Iwanowski OAM, Elżbieta Dziedzic, Jacinta Allan MP and Natalie Suleyman MP.

Apr
2024



EASTER CELEBRATIONS

Easter celebrations were held throughout March and April 2024. Groups enjoyed doing Easter crafts and participating in photo sessions.

May
2024



OPENING OF THE PCCS OFFICE IN MOUNT WAVERLEY

The official opening of the new office of the Polish Community Care Services 'PolCare' was held on May 2nd, 2024. The event was attended by Andrzej Soszyński, Honorary Consul General of the Republic of Poland in Melbourne, and representatives of various Polish organisations. Guests enjoyed performances by Olivia Kowalik, violinist and Haoqing Leo Lee, pianist.



NATIONAL VOLUNTEER WEEK & NATIONAL PALLIATIVE CARE WEEK

A combined celebration of these events took place on May 23rd, 2024 in the PCCS office in Mt Waverley. Representatives from Palliative Care Victoria presented a special information session about Palliative Care Advanced Care Planning. This was followed by lunch and a part of giving gifts.

Jun
2024



ACCPA CONFERENCE 2024

Bożena Iwanowski OAM, PCCV CEO, took part in the annual Aged & Community Care Providers Association (ACCPA) Conference, which was held on Jun 8th, 2024 in Adelaide (SA). During the conference over 1700 participants broadened their knowledge about Aged Care Sector Reform in 2025.

Design and typesetting Justyna Tarnowska

Proofreading Ewa Kubik

Front cover photo Participants of the SSG Brunswick/Albion

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