



# ANNUAL REPORT

2021/2022

**Polish Community Care Services Inc. PolCare**

Suite 305, 3 Chester St., Oakleigh Vic 3166

Ph. (03) 9569 4020 Email: [info@polcare.org.au](mailto:info@polcare.org.au)

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

---

# Table Of Content

About PCCS

02

Our People

03

Our Volunteers

07

Our Supporters & Partners

08

Chair's report

09

Manager's report

11

Auditor's report

13

Treasurer's report

14

Social Support Group

15

Respite Program and Centre Based Respite

20

Service System Development, HACCC,  
CHSP Social System Individual

23

Commonwealth Home Support Program

28

National Disability Insurance Scheme

30

Let's Get Active Program

33

Highlights of events

37



## About PCCS

The Polish Community Council of Victoria Inc. (Federacja Polskich Organizacji w Wiktorii) was established in 1962 as the state's peak Polish organisation, or federation, of Victoria's Polish associations, organisations and individual groups of Polish migrants. The Council represents the concerns, needs, aspirations, achievements and interests of the Polish community of Victoria. Its constituency through Victoria comprises over 40 Polish regional and special interest associations.

The role and functions of the Council can be summarised in terms of three key activities:

- Coordination and advocacy,
- Information dissemination and exchange,
- Community welfare, relations and development.

Until recently Polish Community Care Services Inc (originally Polish Care Services) was part of the Polish Community Council of Victoria Inc. From December 2015, it emerged as a public benevolent organisation providing community-based care and support services to older Polish-Australians and their carers. Polish Community Care Services Inc. is registered with the Australian Charities and Not-for-profits Commission (ACNC).

### OUR VISION

To be a leader in the provision of high quality, culturally competent community care.

### OUR PURPOSE

Positively influence the lives of people we support, by assisting them to live the best possible life at home, with independence and dignity.



# Our People

## Committee



**Dr Sylwia Greda-Bogusz OAM**  
Chair of the PolCare



**Grażyna Galas**  
Honorary Treasurer



**Lidia Witko**  
Secretary



**Edward Biały**  
Member



**Janina Mazurek**  
Member



**Dr Edyta Różycki**  
Member  
(since June 2022)

## Bureau



**Bożena Iwanowski**  
Chef Executive Officer



**Marzena Wroniszewska**  
Chef Operating Officer



**Małgorzata Żuchowska**  
Care Services Manager  
& SSG Coordinator



**Aleksandra Waryszewska**  
Quality and Safety  
Manager



**Ewa Kizewski**  
SSI and SSD  
Coordinator



**Sr Elżbieta Cieślarczyk MChR**  
CVS Coordinator



**Monika Krajewski**  
HCP Senior Case Manager



**Mariola Brewińska**  
HCP/CHSP Care Manager



**Joanna Gołębiowska**  
HCP Case Manager  
& Activity Worker



**Grażyna Tyszka**  
HCP Case Manager



**Janina Dytman**  
Aged Care Trainer  
& Assessor



**Katarzyna Kaczmarzki**  
CHSP Team Leader:  
Meals, Transport, Domestic  
Assistance



**Barbara Rybarczyk**  
HCP Case Manager/CHSP  
Domestic Assistance  
Coordinator



**Barbara Bailouni**  
Respite Coordinator  
& Community Sport  
Project Coordinator



**Katarzyna Mistarz**  
NDIS Coordinator



**Jidennaja Harrison**  
Community Development  
Officer



**Justyna Tarnowska**  
Community Engagement  
Officer



**Ewa Kubik**  
Finance Officer



**Yolanda Czarnecki**  
Administration Officer



**Jolanta Sikora**  
Registered Nurse



**Anna Walczak**  
Registered Nurse



**Tania Illnes**  
Registered Nurse



## Our Volunteers





## Our Supporters & Partners

- Federal Department of Health
- State Department of Health and Human Services
- Victorian Multicultural Commission
- Department of Families Fairness and Housing
- Department of Premier Cabinet
- Polish Community Council of Victoria Inc.
- Victorian Chamber of Commerce
- Embassy of the Republic of Poland in Canberra
- Consulate General of the Republic of Poland in Sydney
- Kancelaria Prezesa Rady Ministrów
- Stowarzyszenie "Wspólnota Polska"
- Fundacja "Wolność i Demokracja"
- Ethnic Communities' Council of Victoria
- Seniors Rights Victoria
- Carers Australia in Victoria
- Palliative Care Victoria
- Volunteering Victoria
- LASA Leading Age Services Australia
- Southern Migrant & Refugee Centre
- MRC North West Region Inc.
- City of Melbourne
- City of Monash
- City of Casey
- City of Brimbank
- City of Greater Dandenong
- Good Things Foundation Australia
- Blum Foundation
- Eastern Districts Polish Association in Melbourne
- Albion Polish Club
- Polish Association in Melbourne Inc. Polana Camp
- Polish Community Association Inc. White Eagle House in Breakwater
- St. John Paul II Polish Hall in Ardeer
- Australian Polish Benevolent Association in Bayswater
- Polish Educational Society Inc.
- Divine Mercy Shrine in Keysborough
- The Polish Weekly
- Polonia Portal in Victoria
- Polaron Languages Services
- Europa Continental Cafe Cake Shop
- Radio SBS Polish
- Radio 3ZZZ Melbourne
- Private Sponsors and Other Stakeholders.



## Chair's report

It is my pleasure to deliver this address for the reporting year 2021/2022 on behalf of the PCCS PolCare Inc., Board.

On this occasion, I wish to acknowledge all the people who make this organisation strong, resilient, viable, and relevant to the needs of our community and sincerely thank them for their hard work.

### Dr Sylwia Greda-Bogusz OAM

To the Program Management Staff and their Teams - thank you for everything you do, you are the most wonderful and hardworking people, to all the volunteers, my sincere gratitude, you are all simply amazing.

To the Operational Management, thank you for your dedication and ongoing support of this great organisation guided by the skilful leadership of the Chief Executive Officer, Mrs Bozena Iwanowski, who is unquestionably admirable with her ability to respond to all the requirements and needs of our community.

A big thank you to our own Polish Clubs, Organisations and Associations, 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.

Additionally, I wish to thank my colleagues, who volunteer their time, knowledge, and skills, and are willing to continue for the prosperity of our organisation's future and vision.

Over the last twelve months we got very busy. Our Polish specific care services are highly regarded and valued by our community. Like the past year, this was a difficult period as well, especially for the elderly, sick and lonely people who are tired by the ongoing and unpredictable circumstances.

For most of the year we were still in various forms of restrictions due to the Covid-19 Pandemic. Unfortunately, we are still observing the pandemic residue which is going to linger for some time into the unforeseeable future. We endured a lot over that period but need to look towards the new opportunities and learn to adapt to the new challenges.

Looking at the year past we did some amazing things:

- Risk managed not only all our operational aspects such as working from home where possible, but also ensured ongoing support and services were available to all in our large cohort of clients despite the pandemic.
- Work exceptionally well under pressure with managing extremely well all our Human Resources aspects.
- Monitored daily all the government requirements and implemented all necessary changes immediately.
- Continuously provided services to our NDIS clients including respite services, and daily care services in our respite Rose House in CribPoint.

During this period, we have also received much wonderful feedbacks from our clients and stakeholders. Feedback keeps us going, provides a source of ideas and inspire us to look towards the future.

Once again, we have also passed all scheduled and ad hoc departmental and government audits. Congratulations to all our teams and managers for your diligent work.

Thank you, to the entire team, for all your hard work and dedication and your continuous support of this great organisation. We are growing exponentially from strength to strength, and I am proud to be part of this incredible progress.



**Bożena Iwanowski**

## Manager's report

Welcome to 2022 Annual Report.

This past year has been a year unlike any other in living memory. The devastating impacts of the COVID-19 pandemic meant everyone in our community faced unprecedented challenges, both professionally and personally.

We witnessed our whole team (volunteers and employees) draw upon reserves of strength, ingenuity and perseverance. They developed new ways of working, so that our service could continue.

And, through great struggle, we saw our community strengthen in their unwavering commitment and care for one another.

Although we already had the experience of the previous year, new challenges meant that we continued to develop a new approach to work, especially since in October 20 percent of our employees had to go on unpaid leave due to the obligation to vaccinate against Covid 19.

We reviewed our policies and procedures, paying attention within our ongoing strategy to areas identified within these Royal Commission reports, including:

1. Workforce design and recruiting, retaining and supporting our people
2. Putting customers choice first
3. Quality, safety and governance
4. Finance, efficiency funding and operations
5. Technology and innovation.

The global health pandemic has resulted in genuine concerns for PCCV, including the health and safety of our workforce and those in our care, financial pressure associated with being prepared and ready to respond, and hurdles related to the vaccine rollout.

The resilience, passion and patience of our staff and volunteers has been incredible this year. They have remained committed to our values as they upheld our customers' and their families' health, safety and wellbeing each and every day.

Ongoing lockdowns and outbreaks in Victoria continue to be challenging and have prompted the preventative closures of many of our CHSP – SSG and CBR groups. We are received new programs under CHSP grow – Flexible Respite, Domestic Assistance, SSI, Meals and Transport and now we can help Polish community much more than before.

Due to these closures of group meetings, we organized zoom meetings from the "You Are Not Alone.." series on sports (exercise for seniors), IT and spiritual topics. We continue them even after the return of group meetings for all willing.

This year between lockdowns we organize Polish Senior Day in Albion later than usual together with Polish Independence Day in November and and Diversity Seniors Picnic in Rowville in March almost as before pandemia our seniors have a chance to enjoy well prepare activities.

In May we start to implement new system software The Lookout – it is a new challenge for our Polcare team – it will improve our accessibility, efficiency and occupancy rates.

Our organisation participating in the quality audit on 10 -14 June 2022. Following this visit, the assessment team prepared a report outlining the our service's performance against the Aged Care Quality Standards (Quality Standards). We met all the standards and I want to thanks staff and management team for outstanding work. Well done.

We will ensure a strong workforce, system driven processes, high-quality services and safety in everything we do. None of this would be possible without the endless dedication and hard work of our staff. I extend my sincerest thank you for not only navigating the provision of services through a pandemic but also for the tireless commitment towards improving the lives of seniors and all others who need our support. Further thanks to the Chair Dr Sylwia Greda-Bogusz and Board members for the guidance throughout the year. Your high commitment and empathy ensured we do our best as an organisation.

# Auditor's report

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

I have audited the attached financial report, being a special purpose financial report of POLISH COMMUNITY CARE SERVICES INC for year ended 30<sup>th</sup> June 2022 which comprises Balance Sheet and Profit and Loss statement.

### **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 2022 and the profit and loss and cash flows for the year ended 30<sup>th</sup> June 2022 and
  - (ii) in accordance with the provisions of 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)

28<sup>th</sup> December 2022

## Treasurer's report

Polish Community Care Services Inc. 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.

PCCS Inc. has been funded by grants and subsidies from Government Departments, clients' contribution, membership fees and fundraising activities with the most significant grants received from Commonwealth and State Departments of Health, DHHS and Department of Premier Cabinet.

### Grazyna Galas

In accordance with the auditor's report, the financial figures for the reporting year 2021-2022 state the total income of \$2,665,458.00, the total expenditures of \$1,967,068.00 and the net profit of \$698,390.00. The total equity balance sheet figure is reported as \$1,688,308.00 and cash of \$2,167,743.00 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 PCCS Inc.

# Social Support Group

We have had another successful year with our CHSP Social Support Groups program. Despite the pandemic, we kept in touch with our clients and tried to prevent them from feeling lonely and unsupervised. We continued to provide services at a high level for socially isolated aged people of a Polish speaking background.

We offered various options to meet the demands of customers with their individual needs and preferences.

During the year, over 160 clients took part in the SSG programs which ran for 7,488 hours.



We provided our clients from SSG Rowville, Brunswick, Oakleigh with transport to and from the SSG venues by taxi. Our SSGs were led by 7 staff and 7 volunteers. We also offered practical placements for students engaged in Aged Care studies. All our workers took pride and care in delivering professional service to our clients.

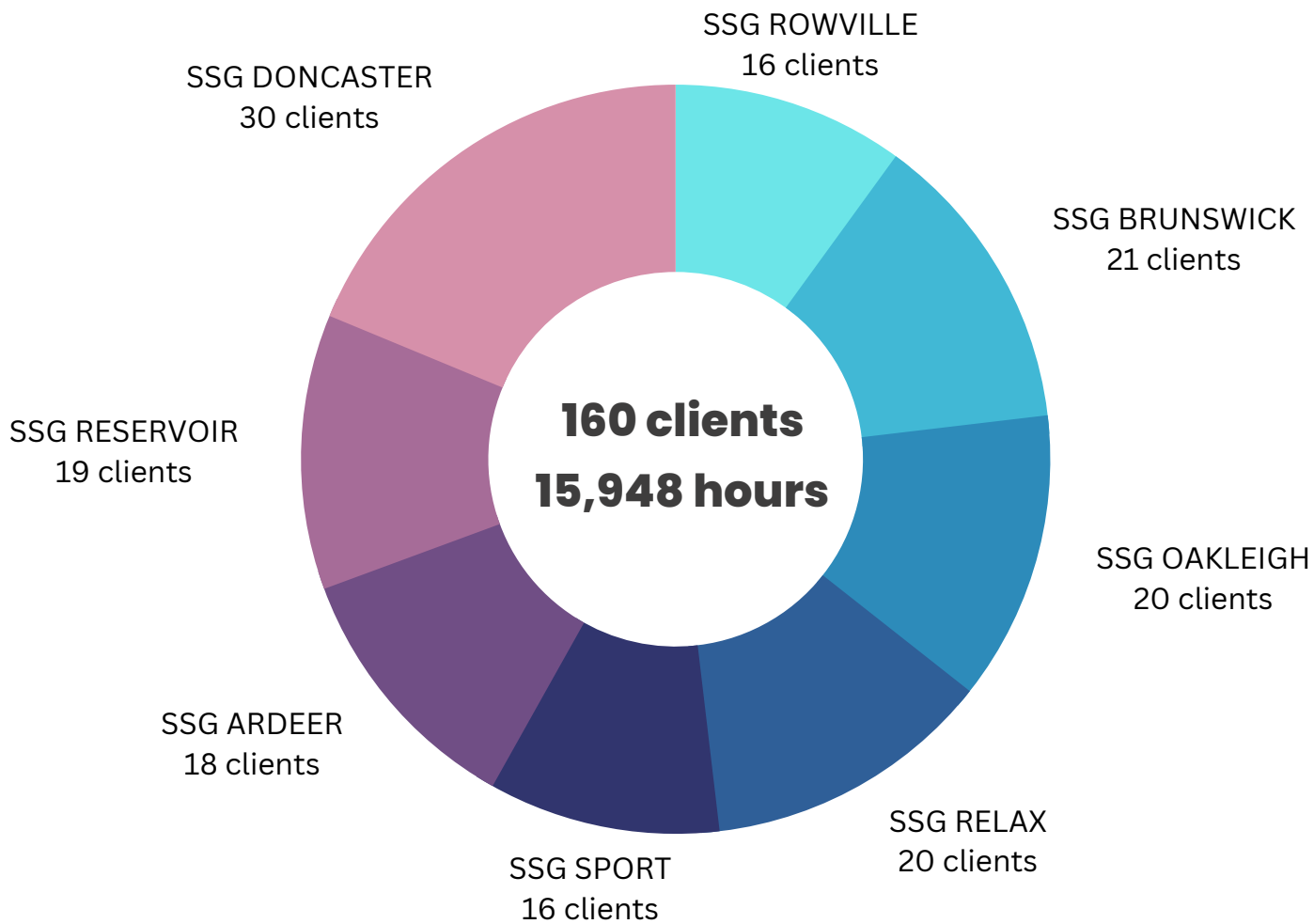
Our SSG programs follow a person-centred care model. Seniors who attended the program were able to participate in different activities that catered to personal interests and individual abilities. All activities were based around encouraging independence and promoting active living, positive ageing, wellness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





9 staff, 7 volunteers





# Polish Community Care Services Inc.

On the 14th and 15th June, the Australian Aged Care Quality Agency performed an Audit of the Social Support Groups – SSGs. The aim of the visit was to investigate the quality of care and services against eight standards. The audit team examined the systems and procedures of our Social Support Groups in detail. The quality control team also visited the Social Support Group in Rowville and talked to our clients, staff and volunteers.

I would like to congratulate everyone for the very good result that we obtained in this audit.

Our achievements are a source of pride and inspire us to continue striving to deliver the high quality of service that the PCCS is known for.

In the middle of July to the middle of November, the lockdown was announced again. However, Social Support Group ran a modified program to keep people connected during COVID-19 restrictions. During this time, interested customers received in July, September and October food, sanitary and hygienic packages, Wellness & Reablement brain and physical activities. We cooperated with the restaurant at Rowville and every week during the lockdowns we organized home delivery lunches for our clients.



In COVID-19 Lockdown we kept our clients very busy in alternative ways: telephone welfare checks, Telelink, virtual social support groups via WhatsApp and Messenger, weekly polish broadcast on SBS radio and monthly 3ZZZ broadcast.

This year our activities included:

- Celebration of Polish Independence Day
- Outings to: Hastings Pier, Respite House "Under the Rose" at Crib Point Blueberry Farm and lunch at the Barn Owl Café in Silvan
- Celebration of Australia Day at Albion and Gala Dinner
- Celebration of Unwell & Sick People Day in Keysborough
- Presentation from Hearing Australia and hearing checks



# Polish Community Care Services Inc.

- Morning Melodies and Christmas in July with lunch: Roxburgh Park Hotel
- Morning Melodies with "Silver Echo"
- Village Green Mulgrave lunch
- Etoile Café, Derrimut lunch
- Be Connected Program
- Education and information sessions
- Exercises
- Celebration of religious occasions and cultural traditions
- Telelink



Our SSG programs followed a person-centred care model. Clients participated in activities that catered to their personal interests and individual abilities. All activities were based around encouraging independence and promoting active living and positive ageing.

I would like to thank our Executive Committee, Managers, Staff and Volunteers for their positive attitudes and tireless work in such a difficult time during pandemic COVID-19. We would also like to thank our clients and their families/carers for their support towards our organization.



**Małgorzata Żuchowska**

Care Services Manager & SSG Coordinator

# Flexible Respite and Centre Based Respite

I would like to present Annual Report Respite (Flexible Respite and Centre Based Respite).

On the 8th of July 2021, "Rose Cottage", Respite House, in Crib Point was opened. Since then, we have been offered to our Polish clients, receiving CHSP, HCP, NDIS, safe and accessible accommodation in a short distance to Hastings Marina, Somers and Balnarring beaches.

Until November 2021 due to Covid restrictions in Victoria, we could not operate our Flexible Respite, and we had to cancel several bookings. During this time our "Rose Cottage" was hosting our NDIS clients as a community centre during the day.



2022 started with very successful NDIS camp and CHSP clients' bookings overnight and over weekend. Our Flexible Respite clients in Crib Point received the best care from our professional trained staff.



# Polish Community Care Services Inc.

Centre Based Respite started with two groups: Doveton and Highett. 47 clients and 6 staff members. Centre Based Respite groups provide care for our Polish clients so their carers can have a break. 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:

- Excursions to several interesting places: Blueberries Farm, Lotus Gardens, Botanical Gardens, Mt Buller, French Island etc.
- Picnics
- Interesting topic discussions
- Exercises classes
- Dancing
- Morning Melodies
- Celebrating traditional, cultural Polish events
- Celebrating Birthdays and Name Days
- Be Connected
- Cognitive games

Below Centre Based Respite Doveton weekly meeting at the center and during picnic in the gardens.



Our CBR group's activities were promoting active living, positive ageing and wellbeing. Below CBR group Highett enjoying weekly meets at the centre and during outings.



# Polish Community Care Services Inc.



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

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



**Barbara Bailouni**

Respite Coordinator  
(Flexible Respite, Center Based Respite)

# Service System Development

In the 2021/2022 the **Service System Development Program** continues to provide services that help frail older people 65+ (CHSP). The goal of the program helps elderly, isolated people of Polish speaking background to sustain their independence and create opportunities for social interaction.

Service System Development Program provides a range of services:

- Developing and disseminating information on the CHSP to clients, presidents of Polish Senior Citizens Clubs, volunteers, and carers
- Providing a supportive, engaging, and welcoming environment for older people in the local community that encourages participation, prevents social isolation, and builds connections with the broader community to support healthy ageing



- Delivery of community events: Senior's Day, Christmas Celebration and Senior's Picnic, Celebration Carers' Week, International Volunteers Day and National Volunteers' Week
- Polish Community Care Services enjoys great support from 50 volunteers who not only contribute to below programs, but also help in transport, administrative work, organizing celebrations for our clients and their carer
- Friendly Visiting Program – the group of 39 dedicated volunteers visited lonely, frail aged people. Commitment and dedication of our volunteers made a significant difference in clients' lives. During Covid-19 pandemic volunteers called clients as often as possible instead of visiting them and provide them with emotional support/friendship
- Service System Development Program also covers community development and provides assistance to 20 Polish Senior Citizens Clubs. A lot of information has been disseminated in order to increase awareness and participation of Polish people in CHSP



## **CARERS GROUP**

The aim of that group is to improve the health and wellbeing carers and to promote the recognition of caring as a shared responsibility of family, community, and government. During this year we organized some carer meetings, on ZOOM. On one of this meeting psychologist Dr Karolina Krysinska was invited.

As every year, the Carers Group in the Polish Community Care Services celebrated the Carers' Week, which this year took place on October 10-16.

Carers' Week is a great opportunity to thank all those who care for the elderly and the disabled people for their enormous commitment and invaluable work in helping those who need it most now.

This year we celebrated Carers' Week at a special time, during the COVID-19 pandemic with which none of us has faced so far. We could not meet in a restaurant or other nice place, so we invited our carers to a virtual meeting on the ZOOM platform on Tuesday, October 12th. We also delivered packages to carers.



## **INTERNATIONAL VOLUNTEERS DAY 5TH DECEMBER 2021**

On Friday, December 10, 2021, we thanked all the volunteers from the Polish Community Council of Victoria and the Polish Community Care Services "PolCare". We invited volunteers to the Casey Bunjil Place Cultural Center for the concert "A Very Merry Variety Christmas Special 2021".

The carers from PCCS group were also invited to the concert and they had a nice time together with the volunteers.

We invited our volunteers and carers to a special lunch, which was served in the Bunjil Function room.



On Wednesday, December 15, 2021, we thanked the second group of volunteers (we organized two meetings in accordance with COVID-19 regulations) of the Polish Community Council of Victoria and the Polish Community Care Services "PolCare".

We invited volunteers to the "Rose Cottage" Respite House in Crib Point.

The volunteers were awarded with a symbolic Polish flowers and diplomas to thank them for the kindness, warmth and serenity.



## **XXIII SENIORS POEMS COMPETITION**

Many excellent poems written by our seniors were entered into the competition. Results of the XXIII Seniors Poems Competition were announced in March 2022 during the Seniors' Picnic in Rowville.

NATIONAL 16-22 MAY 2022  
**VOLUNTEER**  
Better Together WEEK

Certificate of Appreciation

**THANK YOU**

For your dedication to volunteering  
We are, **Better Together**

  
Mark Pearce  
Chief Executive Officer  
Volunteering Australia

National Volunteer Week 2022 Sponsors  
  
AON

  
Volunteering  
AUSTRALIA

## NATIONAL VOLUNTEER WEEK

On Friday, June 17, 2022, on the occasion of the National Volunteer Week, we thanked all the volunteers from the PCCV and PCCS for their selfless and invaluable work. We invited our Volunteers to Alexander Theatre - Monash University Clayton Campus for the 60th Anniversary Concert of the Polish Community Council of Victoria.



During the COVID-19 pandemic next lockdown we had to modified all programs. Some events were organized as usually while some we have changed for our clients, volunteers, carers, and presidents of Polish Senior Citizens Clubs by:

- Providing Polish food and hygienic sanitizing packages
- Sending Wellness and Reablement letters, and Newsletters
- Organizing virtual meetings
- Informing about the current situation / regulations related to COVID-19
- We have prepared and sent a greeting card, packages for our seniors due to the Seniors' Day in October

## The HACCC Program

Under the **Friendly Visiting Program** – the group of dedicated volunteers help frail older people and younger people with disabilities continue to live in the community.

## CHSP Social Support Individual Program

This year 39 clients have received the following services: friendly visiting, accompanied shopping, attendance at appointments and Telelink – nine seniors were linked by phone every Tuesday for one hour. They spent time together establishing new contacts and even friendship which provides valuable social support, interaction for isolated aged people.

The objective of the SSI program is to assist frail older people to participate in community life and feel socially included through meeting their need for social contact and company.

Dear Volunteers, I have an honour to work with great people. Thank you so much for generously donating your time and talent. Your volunteer work makes such a difference in the lives of our clients and their families/carers. Thank you so much for your dedication and commitment.

I would like to thank our Executive Committee, Managers, and Staff for their cooperation and support.



**Ewa Kizewski**

SSI and SSD Coordinator

# Commonwealth Home Support Program

The Commonwealth Home Support Program (CHSP) provides a range of entry-level aged care services to help frail older people, aged 65 or over, maintain their independence and continue living safely at home and in their communities.

The HACC-YP Program caters for people under 65 years of age with disabilities and medical conditions that require support and assistance.

Entry level support services delivered through Polcare include:

- Domestic Assistance
- Social Support Individual
- Transport
- Social Support Groups
- Centre Based Respite Groups
- Flexible Respite
- Meals
- Social System Development



## Domestic Assistance

This continued to be the most sought service under CHSP and is delivered in Eastern and Southern, Northern Metro region and Gippsland. It continued to be a fortnightly service that is provided to our consumers in their home ensuring their environment is safe and clean, offering them freedom and choice to enjoy other activities. Domestic assistance service was the least affected service by COVID-19 restrictions with only few occasional services being cancelled due to consumers isolating for visiting the COVID suspected sites or having COVID symptoms. This service, is high in demand due to shortage of staff some of consumers must wait for a service.

## Social Support Individual and Transport

Services were delivered across Eastern, Northern, Western and Southern Metropolitan regions by our staff and volunteers.

Our dedicated volunteers gave away their free time to provide 2,513 hours of support and assistance to the elderly consumers in their homes, offering regular support visits and 11,223 hours of assistance with shopping and transport and escorting consumers to medical and other appointments and social clubs. Due to the COVID-19 restrictions and recommended social isolation, services involving volunteers had suffered a major drawback that continued throughout the reporting period and started to slowly recover in the last quarter. Also we provided 11,223 hours of assistance in transporting.

We also have two Telelink groups and 3 zoom groups.

## Meals

We offering Polish meals for consumers in home and at centres. In 2021/22 we delivered 28,730 meals.

# National Disability Insurance Scheme

It has been another active and challenging year in NDIS disability support program at PolCare.

Culturally appropriate Polcare services assist NDIS participants to:

- Support the independence, and social and economic participation,
- Support participants to develop the skills and capacity to participate in the community,
- Enable participants to exercise choice and control over the services they access to reach their goals.



PolCare is a registered National Disability Insurance Scheme (NDIS) provider since 2018. During the year, we have been proud to support a growing number of participants including non-English-speaking Participants.

The services currently offered and actively running under the NDIS program include:

- Plan Management,
- Support Coordination
- Group and Centre Based Activities,
- Access to community, social and recreational activities (Community Participation),
- Assistance with Self-Care (Daily Personal Activities),
- Household tasks,
- Assistance with Travel/Transport,
- Registered Nurse support, home visit,
- Meal's delivery,
- Gardening services,
- Respite.



## Key achievements:

- Promoting culturally appropriate NDIS program for CALD communities.
- Conducting Polcare fundraising events.
- Delivery essential Covid 19 food packs and Safety hygiene packs to participants.
- Conducting Cert IV in disability for our current staff to improve their skills and qualifications.
- Providing culturally appropriate services by bilingual workers.
- Linking participants to therapeutic services to help achieve them life goals.
- We continue to improve the "The Rose Cottage Respite House" where every second week our Participants meet for activities called "Men's group" and home cooked lunch.



The last financial year continued to be very challenging due to coronavirus pandemic and special restrictions in state of Victoria, however most of the restriction was eased and we were able to go back to pre-covid activities/services. Polcare continued to follow direction from Ministry of Health and DHHS.

PolCare NDIS services is offering wide range of services to our participants and families whilst maintaining the necessary social distancing and hygiene including vigilant disinfecting and use of PPE to ensure safety, including:

Individualised support in participant's home. We have continued providing essential services such as personal care, home care (increased cleaning services) and assistance with shopping, meal preparation or meals on wheels options. Staff may run essential errands for/with participants and carers such as to attend appointments, go to the chemist, grocery shopping, get a take-away lunch within the local area and go to a park for a walk (which is seen to be essential for mental health and well-being).

Support via virtual delivery – We continued, offering to purchase basic electronic devices to Participants, for access to Telehealth, and online activities to help with combating social isolation.

# Polish Community Care Services Inc.

PolCare implemented strategies to control infection transmission:

- Provided information about online Covid 19 training Course and refreshers to all staff on respiratory etiquette and hand hygiene practices. Extra cleaning products, masks, disinfectant gel, protective equipment was provided to staff and Participants as required.
- Conducts routine environmental cleaning, particularly for frequently touched surfaces and proper waste management.
- We continued in-home supports and shared care planning to minimise the risks.



PolCare continues to work collaboratively with partners, stakeholders, and the community to ensure we gain and share knowledge and expertise for best addressing the needs of our participants and all people with disability.

I would like to take this opportunity to thank our participants, carers, and family members for trusting in us, choosing Polcare as their NDIS support provider.

I would also like to thank our exceptional Disability Support Workers, who have been continuing to provide exceptional, individualised care and support to our participants, especially during this challenging times, Covid 19 pandemic.

Lastly, I would like to thank Bozena Iwanowski – CEO, Marzena Wroniszewska – HR Manager, Committee of Management for their dedication and support, as well as all PCCS and PCCV staff for their hard work!



**Katarzyna Mistarz**

NDIS Coordinator

## Let's Get Active

I would like to present Annual Report 2021– 2022 for LET'S GET ACTIVE program.

Let's Get Active – Bądźmy Aktywni is a project, which by sport and physical activities contributes to build resilient, cohesive, and harmonious community. As well helps improve physical, emotional and mental wellbeing. It decreases the risk of stroke, cardiovascular disease, diabetes and obesity, and reduces the likelihood of falls and injury. It creates social connections, improves quality of life, and can ultimately lead to living independently longer. It builds stronger and more cohesive communities and reduce social isolation and loneliness.



The objectives of the project are to contribute on local level to:

- Support vulnerable and disadvantaged individuals from our community groups to participate in flexible, community based physical activities projects,
- Increase acceptance of diversity and assist vulnerable and disadvantaged individuals to develop social links through physical activities,

The intended outcomes of the project are to:

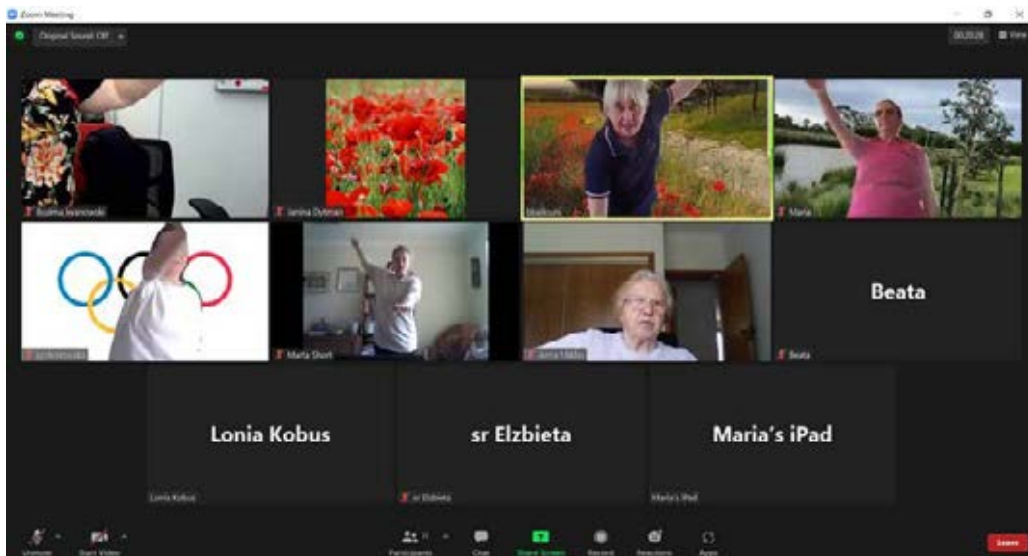
- Increase the participation of vulnerable, disadvantaged individuals from targeted community groups in physical activities and sport,
- Increase community pride and connection with targeted community groups
- Increase the range of flexible, community based, participation opportunities available.

This project is for people with a physical or mental disability and Polish women all ages.

Let's Get Active project delivers physical activities for people of all fitness levels and includes exercises for balance and strength, exercises for mobility and stress relief.



During the lockdown in September 2021, we introduced ZOOM exercises meeting "You are not alone", "Let's Get Active" on regularly bases.



Let's Get Active included physical activities for our NDIS clients, one on one exercises or in the group of two to three participants (hand ball, mini boxing, balance and strength, mobility, mini basketball, bike and the most popular walking).



# Polish Community Care Services Inc.

The most popular form of physical activities among our clients were Morning Melodies with Silver Echo. We had 10 very successful sessions for our clients from Social Support Groups and Centre Based Respite.



Several families and several people from our communities group got involved in setting up a community garden in Crib Point which has been a great success. Our community groups helping in the garden benefit a lot, they stay physically active by digging, weeding, watering and planting veg and flowers.



# Polish Community Care Services Inc.

Let's Get Active project has been promoting physical activities model for Social Support Groups and Centre Based Respite Groups participants. Several trips to Blueberries Farm, Lotus Farm, French Island and visits to "Rose Cottage "in Crib Point included lots of walking outdoor. As well weekly meetings groups included a safe exercise using resistance bands, balls, swimming noodles. Exercises for balance, strength and stretching where the most popular among our participants. In March during Seniors Picnic over two days we conducted two classes of Tai Chi and two classes of light exercises outdoor.



"Communities who exercise together, they stay strong together ". We continue to encourage and promote physical activities to build stronger, resilient, and harmonious community.



I would like to thank our Executive Committee, our Managers, all Staff and Volunteers for their dedication and hard work. As well to thank our clients and their families for their continues support towards our organisation.



**Barbara Bailouni**

Community Sport Project Coordinator



## Highlights of events

### July 2021

On July 8, 2021 the respite house "Rose Cottage" in Crib Point was officially opened to deliver short and long respite for Polish community members.

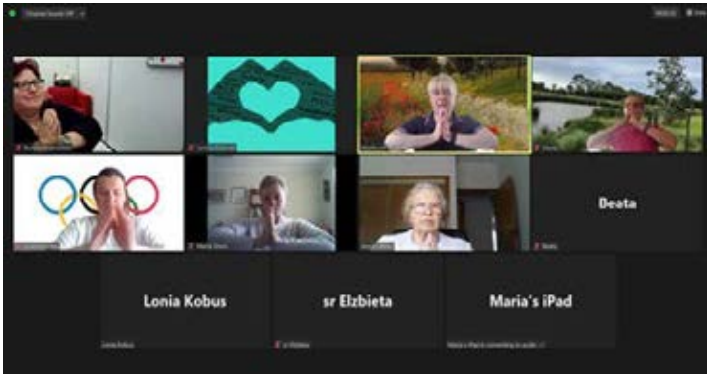


### August 2021



Our employees and volunteers deliver 28,730 packages with Polish meals to our clients.

## September 2021



"You are not alone" project was launched.

Thanks to three online Zoom groups (Sport Mondays, Digital Thursdays and Spiritual Fridays) many clients can connect with other Polish community members and enhance their interests in the comfort of their own homes.

## October 2021

During the Get Online Week 2021 the SSG and CBR groups' participants were involved in traveling online to European cities: Prague, Paris, Munich and Vienna.



Left to right (top row): Barbara Rybarczyk, Michalina Sobolewska; (middle row): Danuta Białczak, Danuta Jagiełło-Fularczyk; (bottom row): Joanna Gołębiowska. Get Online Week in SSG Rowville Relax, 21.10.2021



A psychotherapist Dr Karolina Krysińska delivered online educational session to PCCV and PolCare employess and volunteers on tips how to deal with difficult times of the pandemic.

## November 2021

On November 14, 2021 Polish Community Care Services attended the Polish Festival at Federation Square, which was organised in different, smaller formula because of the pandemic restriction.



*Left to right: PCCA President Małgorzata Kwiatkowska, PCCS Care Services Manager & SSG Coordinator Małgorzata Żuchowska, Consul General of the Republic of Poland in Sydney Monika Kończyk, PCCV Polish Care Services Manager Bożena Iwanowski, NDIS Coordinator Katarzyna Mistrz and PCCS Administration Officer Yolanda Czarnecki. Deakin Edge at Federation Square, Melbourne, 14.11.2021*

## December 2021

Christmas celebrations, craft workshops and outings were organized in all groups. Volunteers and employees were invited on special meetings.



*SSG Rowville Sport. Christmas picnic in the park, 3.12.2021*



*SSG Brunswick with special guest Fr Mariusz Han SJ (first on left). Albion Polish Club, Melbourne, 15.12.2021*



*Part of the CBR Highett with group leader, Barbara Bailouni. Truffle Patisserie in St. Kilda, Melbourne, 13.12.2021*



*SSG Doncaster with special guest Bożena Iwanowski (first on left). Polish House "Syrena" in Rowville, Melbourne, 5.12.2021*

## January 2022

On January 26, 2022 the first Polish Australia Day, which was organised in Albion Polish Club, gathered Polish community members and friends.



*PCCV President Elżbieta Dziejdzic officially opening the Polish Australia Day in Polish Albion Club*



*SSG Ardeer*

Traditionally, in this time of the year, most SSG and CSR groups went to Silvan Cherry and Berry Farm to enjoy deliciousness of fresh picked fruits.



*SSG Brunswick*

## February 2022

On February 11, 2022, celebration of Unwell & Sick People Day was organised at Divine Mercy Shrine in Keysborough. Holy Mass and lunch in the open air were provided to all participants by the PCCV and PCCS staff.



*Participants of Unwell & Sick People Day at Divine Mercy Shrine in Keysborough*

*PCCS's staff. Left to right (top row): Monika Krajewski, Lidia Dąbrowska, Agnieszka Niemiec; (middle row) Marianna Turlejski, Maria Halat, Kasia Lipinska, Joanna Mizuro; (bottom row) Ewa Nowosiak, Beata Paszkiewicz, Jadwiga Gudonowicz*

## March 2022

Over 200 seniors took part in Seniors Picnic which was held on March 23, 2022 at the Polish House "Syrena" in Rowville. The XXIII Senior Poetry Competition's winners were awarded during this event. Painting Easter eggs workshops, singing songs and gymnastic were organised for entertainment.



## April 2022

Easter celebrations craft workshops and outings were organised in all groups.



*SSG Rowville Relax*



*CBR Doveton*



*SSG Reservoir*

## May 2022

Richard Stacewicz from "Silver Echo" provided a music entertainment in all SSG and CBR groups. Participants enjoyed singing and dancing.



*SSG Rowville Sport with Richard Stacewicz (with his accordion)*



*SSG Ardeer*

Our respite house "Rose Cottage" in Crib Point hosted clients for longer and shorter stays. We organised for them a variety of the excursions to local attractions.



*Left to right: Barbara Bailouni, Maria Kulesza, Helena Hanzler. Pure Peninsula Honey, Moorooduc, Mornington Peninsula, 11.05.2022*

## June 2022

On June 17, 2022 PCCS and PCCV volunteers took part in the PCCV 60th anniversary concert which was held at Alexander Theatre, Monash University, Clayton.




**Editing and graphic design of the report:** Justyna Tarnowska

**Front cover photo:** Sabine van Erp (pixabay.com)



## Polish Community Care Services Inc. PolCare

Suite 305, 3 Chester St., Oakleigh Vic 3166

 (03) 9569 4020

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

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

 [facebook.com/POLCARE](https://facebook.com/POLCARE)

---