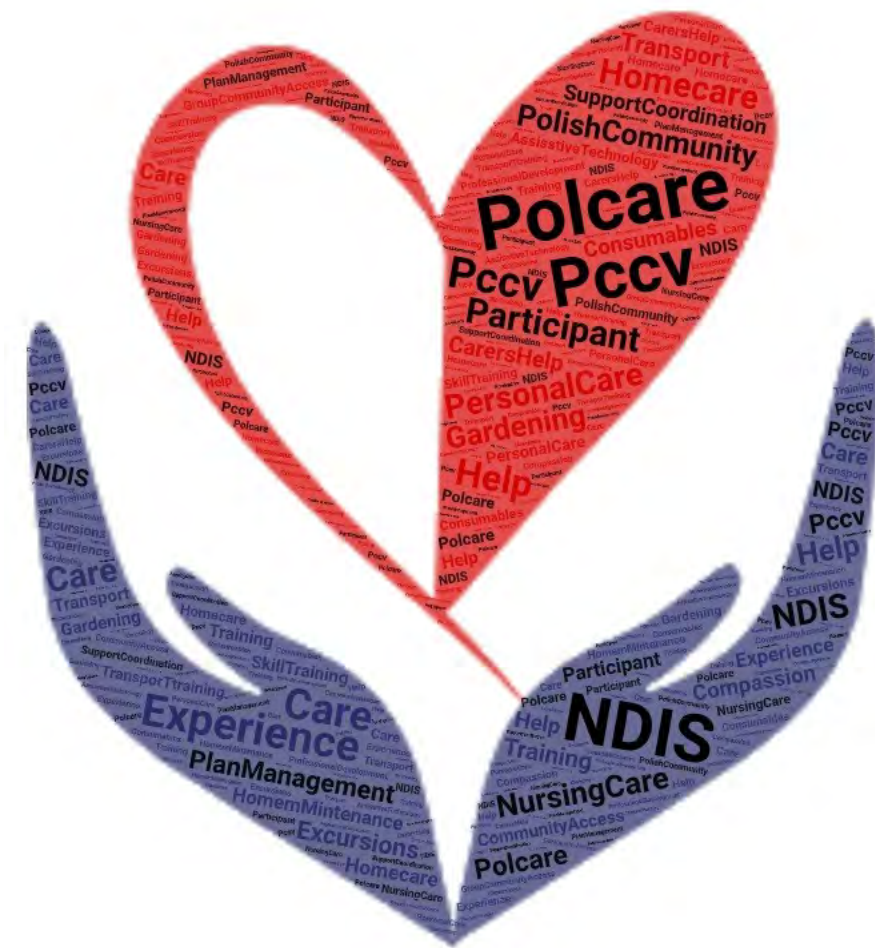


2020/2021

ANNUAL REPORT

Polish Community Care Services Inc.
POLCARE



CONTENTS

POLISH COMMUNITY CARE SERVICES INC. POLCARE	3
OUR PEOPLE	4
OUR VOLUNTEERS	5
OUR SUPPORTERS	6
OUR PARTNERS	7
CHAIRPERSON'S REPORT	8
CEO'S REPORT	10
AUDITOR'S REPORT	12
TRESURER'S REPORT	13
SOCIAL SUPPORT GROUPS	14
SERVICE SYSTEM DEVELOPMENT	18
NATIONAL DISABILITY INSURANCE SCHEME	22
LET'S GET ACTIVE PROGRAM	25
CALENDAR OF EVENTS	29

POLISH COMMUNITY CARE SERVICES INC. POLCARE

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.

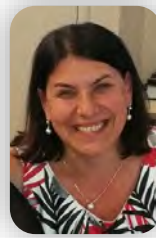
OUR PEOPLE



Dr Sylwia Greda-Bogusz OAM
Chairperson

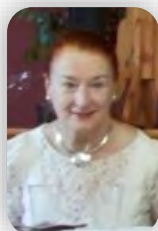


Grażyna Galas
Honorary Treasurer



Lidia Witko
Secretary

Committee



Janina Mazurek
Member



Edward Biały
Member

Bureau



Bożena Iwanowski
PolCare CEO



Marzena Wroniszewska HR
Manager and Account



Małgorzata Żuchowska
Care Services Manager &
SSG Coordinator



Ewa Kizewski
Service System
Development Coordinator



Monika Krajewski
Senior Case Manager



Mariola Brewińska
Care & Brokerage Adviser



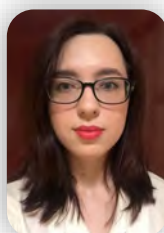
Barbara Bailouni
Community Sport
Project Coordinator



Katarzyna Mistarz
NDIS Coordinator

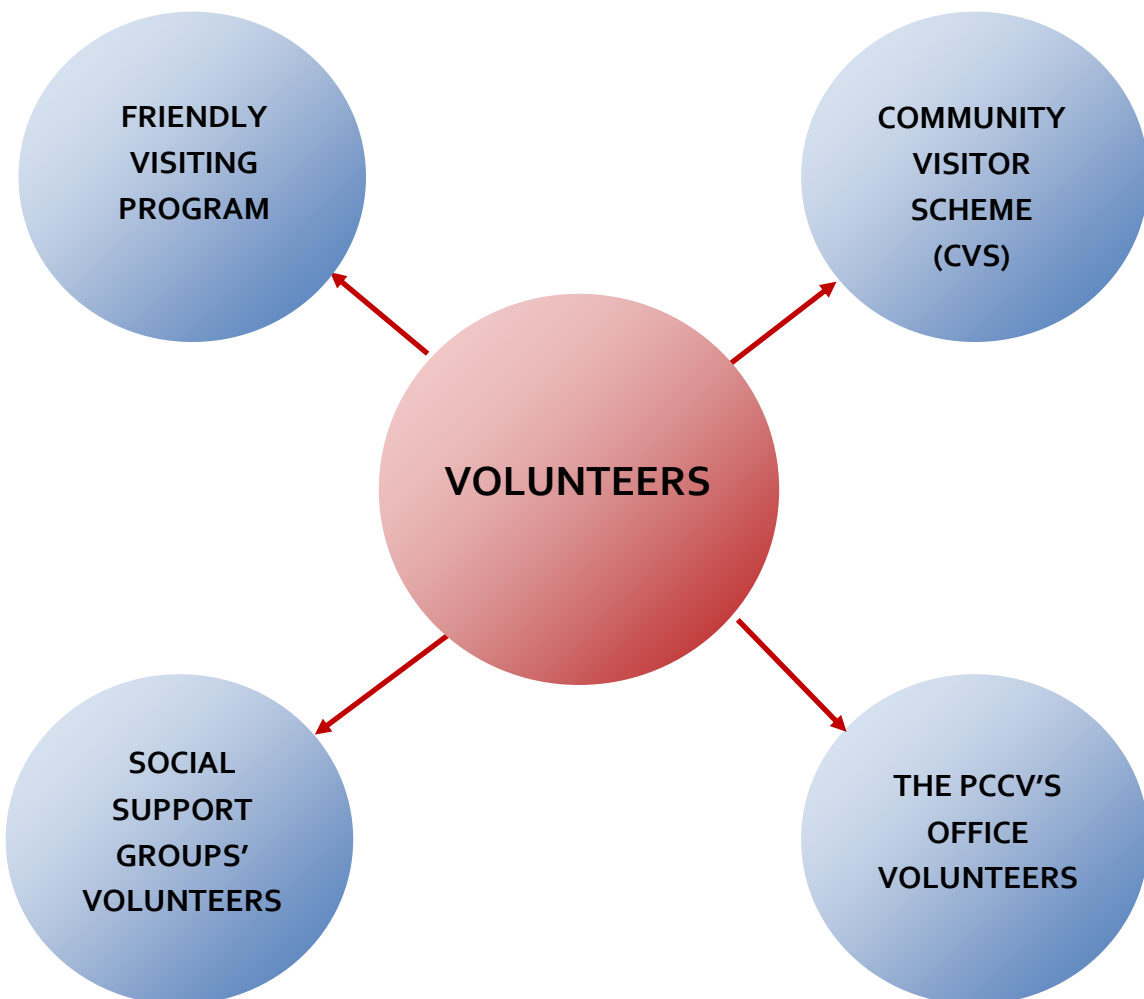


Aleksandra Waryszewska
Quality and Safety
Coordinator



Ewa Kubik
Administration Officer

OUR VOLUNTEERS



OUR SUPPORTERS



OUR PARTNERS



White Eagle House
Polish Community Association Inc.



St John Paul II Polish Hall
in Ardeer



Association of Polish
Professionals in Australia



**Polskie Towarzystwo
Edukacyjne w Wiktorii**



MINIATURA THEATRE

**20 POLISH SENIORS'
CITIZEN CLUBS IN VIC**

CHAIRPERSON'S REPORT

I am pleased to present the 2020-21 Annual Report, an overview of the work we have achieved as a strong team over the past 12 months.

Once again it is my pleasure in providing note of thanks to all PolCare Staff, Volunteers, Management, and the Board of Management. To each one of you separately I would like to say a big THANK YOU for doing what you are doing best - supporting others.

As the COVID-19 pandemic continues to provide us with lots of challenges, you have managed exceptionally well by keeping yourself safe, and keeping our clients safe.

During these unprecedented times you have shown incredible resilience, courage, and patience.

We know that this pandemic is not over yet, and we are not sure when it will be over for good. However, we also know that we need to function as an organisation for the sake of others who so desperately need us. For that I thank you from the bottom of my heart.

The Board of Management joins me in congratulating you for the work well done and ask you to continue adapting with us to fulfil every challenge and complete every task.

On behalf of the Board of Management

of this growing from strength-to-strength incredible organisation, I would like to also congratulate the Chef Executive Officer Mrs Bozena Iwanowski and thank her for "keeping it all together" and rising to many challenges. This agility makes a huge difference in a constantly changing environment.

The "new normal": ZOOM meetings, working online, home office, and many more terms we have learned to adopt so quickly and implemented them with such a speed in the last 20 months. This became a second nature to us all now.

With this "new normal", work is different; accessible, adaptable, faster, better, on the go accessible from almost everywhere and futuristic. There is no going back, the new way is here to stay.

I am certain that as we learn to live with the Covid-19 new normal "hybrid mode of work" will be the common norm. We have learned to adapt to the many changes of how we navigate through our daily lives, how we shop, how we get together or access anything we used to take for granted. The pandemic gave us a lesson none of us expected, lets learn from it, embrace it, and move forward.

Our Board of Management is looking toward 2021-22, with all its' challenges. We hope to develop a stronger value and outcomes for our clients. Improving on

CHAIRPERSON'S REPORT

delivering fabulous programs, utilising our resources, building capacity to provide our employees, volunteers, members and clients with continuous great support and commitment to the quality of our programs.

Last, but not least I am going to mention that what we have achieved this year is a remarkable outcome, strong financial growth, and growth as an organisation as well as the formal opening of our first Polish Respite Home in Crib Point Victoria.

I would like to take this opportunity to THANK all who supported us in this initiative by donating financially or in-kind gifts, labour, and time, this is just incredible. We can be proud as a community as this place now looks like an amazing Polish home, warm and welcoming. I am sure this home will serve our community well.

Congratulations Team!

On the following pages you will find the CEO. Mrs Iwanowski's detailed outline of all the important aspects of the operations in this financial year.



Dr Sylwia Greda-Bogusz OAM
Chair of Board of Management PolCare

CEO'S REPORT

It has been an incredibly difficult 12 months, with Covid-19 continuing to impact our services and people. Our dedicated staff and volunteers have been steadily focused on providing an exceptional quality of life for our workforce; their dedication and commitment is remarkable.

While the last 18 months have been challenging, we have reviewed our programs and clarified our vision for future services.

The conclusion of the Royal Commission into Age Care Quality and Safety and release of "Final Report: Care, Dignity and Respect" highlighted the ongoing challenges and Royal Commission into Violence, Abuse, Neglect and Exploration of people with Disability continues we welcome any recommendations that systematically improve the quality of life, health and wellbeing of people with disability.

Like all organizations in Age Care and Disability sectors we've faced significant workforce challenges which has seen us launch recruitment campaigns. I want Polcare to be a great place to work; one where our people feel valued and heard. We have positive feedback from our employees and volunteers. I look forward to implementing change, where needed, to ensure we remain an employer of choice for our staff and to inspire new people to commence in this field.

Physical distance continued to challenge our team throughout 2020-21. Staff and volunteers though outside the square to develop

initiatives including: monthly online zoom meetings, professional development zoom sessions.

Volunteers showed innovation too when unable to visit clients at home — connected throughout Be Connected Program, zoom sessions or Telelink program.

During the lockdown we are expanding our CHSP services, we are happy to receive Respite service and transport and meals and SSI and Domestic Assistance. We also delivering Covid Emergency for those in need in Polish community. The new and diverse CHSP programs will allow us to increase services in areas where there have been gaps so far.



CEO'S REPORT

Our safety and learning delivered on-site personal protective equipment training to ensure that our staff is fully educated and using right PPE.

This year between lockdowns we organize Polish Senior Picnic and during two challenging days our seniors have a chance to enjoy well prepare activities.



I would like to thank our Chair Dr Sylwia Greda-Bogusz OAM and Board of Directors, all office staff, staff and volunteers across Polcare for their ongoing contribution, passion and commitment to making a

difference for our Polish Background clients – without you their will be very lonely during this difficult Covid-19 time. We would not be the organization we are today without you.



Bożena Iwanowski
PolCare CEO

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 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 30th June 2021 and the profit and cash flows for the year ended 30th June 2021 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)
8th December 2021

TRESURER'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 and DHHS.

In accordance with the auditor's report, the financial figures for the reporting year 2020-2021 state the total income of \$1,599,706.00, the total expenditures of \$1,075,497.00 and the net profit of \$524,209.00. The total equity balance sheet figure is reported as \$989,918.00 and cash of \$1,343,900.00 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.



Grażyna Galas
Honorary Treasurer

SOCIAL SUPPORT GROUPS

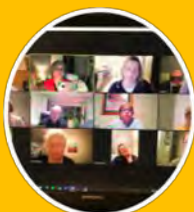


Another fantastic year has passed with our CHSP Social Support Groups program. Despite the pandemic, we keep in touch with our customers and try to prevent them from feeling lonely and unsupervised. We continue to provide services at a high level for socially isolated aged people of a Polish speaking background.

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

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

Throughout this year we have had 149 clients participate in our SSG program, which ran over 6690 hours, 4880 Meals and 1231 Transport.



COVID-19
SSG Staff
Meeting



COVID-19
Videochat

SOCIAL SUPPORT GROUPS



6690 hours

10 staff

7 volunteers



149 clients

SOCIAL SUPPORT GROUP



SOCIAL SUPPORT GROUPS

This year our activities included:

- Outings to: Hastings Pier, Respite House "Under the Rose" at Crib Point Blueberry Farm and lunch at the Barn Owl Café in Silvan
- Morning Melodies with lunch: Roxburgh Park Hotel
- Lunches in Albion Restaurant
- Be Connected project
- Education and information sessions
- Exercises
- Celebration of religious occasions and cultural traditions
- Telelink



In 2020, from the month of July, we managed to meet with single groups only at Christmas Lunch in Rowville and Albion.

We organised a few different trips in January, and in February we started regular weekly group meetings. Everyone was waiting for them with longing. However, in the middle of February, the lockdown was announced again. Upon our return, we had regular weekly meetings up until June, when we were locked up again. Social Support Group is running a modified program to keep people connected during COVID-19 restrictions.

During this time, interested customers received food, sanitary and hygienic packages few times. We cooperate with Chata Polska and every week during lockdowns we organize home delivery lunches for our clients.



We took care of our clients 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.



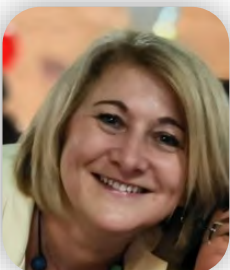
SOCIAL SUPPORT GROUPS

Our clients have been very satisfied with the Polcare SSG program.

- "I really miss our club in Brunswick".
- "It's great that at least we can chat in groups on Telelink".
- "All the ladies take great care of us".
- "You are the best organization. You care about us very much. The food and hygienic packages are wonderfully prepared".
- "Thank you for the fresh food that you organize and bring home to us. It is very fresh and tasty".



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 / Social Support Group Coordinator

SERVICE SYSTEM DEVELOPMENT PROGRAM

In the 2020/2021 the Service System Development Program continues to provide services that help frail older people 65+ (CHSP) and persons with disabilities below age 65 (HACC). The goal of the program helps elderly or isolated people with disabilities of Polish speaking background to sustain their independence and creates opportunities for social interaction.

The Service System Development Program is supported by funding from the Commonwealth and State under the CHSP and HACC.

Polish Community Care Services enjoys great support from volunteers who not only contribute to below programs, but also help in administrative work and in organizing celebrations for our clients and their carers

Service System Development Program provides a range of services:

Friendly Visiting Program – the group of 28 dedicated volunteers visit lonely, frail aged people and younger people with disabilities at their home. 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. Volunteers spent with clients 1700 hours (visits and phone calls).

Telelink turned out to be a very good form of spending time, establishing new contacts and even friendship which provides valuable social support, interaction for isolated aged people. Nine seniors were linked every

Tuesday for one hour. Seniors spent 241 hours on Telelink.

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.



As every year, the Carers Group in the Polish Community Council of Victoria celebrated the Carers' Week, which this year took place on October 11-17.

Carers' Week is a great opportunity to thank all those who care for the elderly and the disabled. 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 High Tea meeting on the ZOOM platform on Friday, October 16. During the meeting, in which 20 carers participated, we enjoyed a meal, previously ordered, with home delivery especially for this occasion.

SERVICE SYSTEM DEVELOPMENT PROGRAM



Polish Senior Citizens Clubs

Service System Development Program also covers community development and provides assistance to 22 Polish Senior Citizens Clubs. A lot of information has been disseminated in order to increase awareness and participation of Polish people in CHSP and HACC services. This year we also organized for the presidents of Polish Clubs a virtual HighTea meeting on the ZOOM platform.

INTERNATIONAL VOLUNTEERS DAY, 5TH DECEMBER 2020



We invited our volunteers to a special dinner in Rowville and Albion. We have prepared packages and diploma for the Volunteers to thank them for the kindness, warmth and serenity.



SERVICE SYSTEM DEVELOPMENT PROGRAM

XXII SENIORS POEMS COMPETITION



Many excellent poems written by our seniors were entered into the competition. Results of the XXII Seniors Poems Competition were announced in March 2021 during the Seniors' Picnic in Rowville.



On Friday, 23rd of April 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 Centre for a performance "Salute to the Anzacs" and special lunch.

SERVICE SYSTEM DEVELOPMENT PROGRAM



During the COVID-19 pandemic we had to modified Service system Development program. 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

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
Service System Development Program

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

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, and
- 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.

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 (Participate Community)
- Assistance with Self-Care (Daily Personal Activities)
- Household tasks
- Assistance with Travel/Transport
- Respite

Key achievements:

- Promoting culturally appropriate NDIS program for CALD communities.
- Conducting Polcare fundraising events
- Delivery essential Covid19 food packs and Safety hygiene packs to participants
- Providing culturally appropriate services by bilingual workers,
- Linking participants to therapeutic services to help achieve their life goals
- Our new nine-seater Toyota is intended for the transport of the NDIS group and clients of "The Rose Cottage Respite House".

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

This year continued to be very challenging due to coronavirus pandemic and special restrictions in state of Victoria. We are currently in 6th, extensive lockdown. Polcare following direction from Ministry of Health and DHHS have decided that all community-based activities and community events and face to face information sessions was suspended from middle of March 2020. Between lockdowns some group activities were possible taking into accounts restrictions and recommendations.

PolCare NDIS services is offering alternate models of support to 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.



NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

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.
- Conducts routine environmental cleaning, particularly for frequently touched surfaces and proper waste management.
- Where possible, 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 PROGRAM

I would like to present Annual Report 2020 – 2021 for LET'S GET ACTIVE program.

Let's Get Active – Badzmy Aktywni a project, which by sport and physical activities contributes to build resilient, cohesive, and harmonious community. As well helps improve physical, emotional and mental well-being. 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 relieve.

A huge impact on delivery of our planned physical activities had restrictions due to COVID – 19. Despite that challenge we still managed to reach our community groups using virtual methods: Polish Community Care Services Facebook, Polish Community Council of Victoria YouTube and recording short virtual exercises videos 10 min to 30min including stretching, balance and coordination, yoga and relaxing, breathing techniques (Box Breathing).

LET'S GET ACTIVE PROGRAM

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).



YOUTUBE.COM

Gimnastyka dla seniorów | 10-minuto...

"Wolfs Trail" 2km walking/running event for people with disabilities (physical and mental) on 25 November 2020. 5 participants completed the event. Congratulations!



LET'S GET ACTIVE PROGRAM

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.



Let's Get Active project has been promoting physical activities model for Social Support Groups participants. Several trips to Blueberries Farm, visits to 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. Tai Chi has been introduced to Seniors Club in Rowville. In March during Seniors Picnic over two days we conducted two classes

of Tai Chi and two classes of light exercises outdoor.



Walking a long the beach at Crib Point

LET'S GET ACTIVE PROGRAM

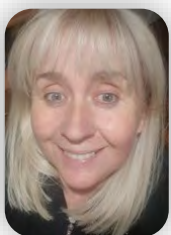


Let's Get Active physical activities model for Social Support Groups



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.



Basia Bailouni
Community Sport Project Coordinator

CALENDAR OF EVENTS

JULY 2020



Delivering packages with Polish meals

AUGUST 2020

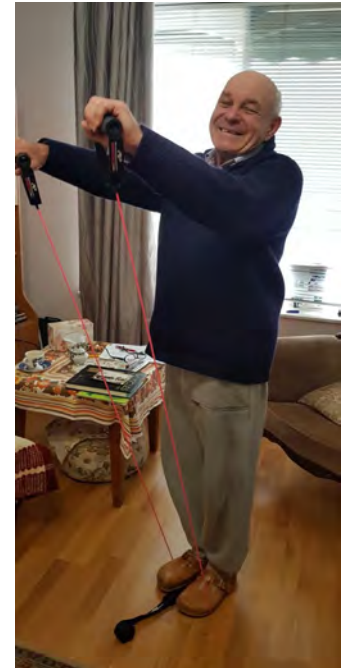


IT group meeting on Messenger



SSG Relax meeting on Messenger

CALENDAR OF EVENTS



Individual home support in 'Let's get active' program

SEPTEMBER 2020



Telelink support



SSG Relax stationary meeting

CALENDAR OF EVENTS

OCTOBER 2020



Get Online Week 2020

*Morning tea &
spring quiz in SSG
Sport*



Excursion to 'Cottage Rose'
Respite House in Crib Point

SSG Sport Rowville

NOVEMBER 2020



Individual support in NDIS program

CALENDAR OF EVENTS

DECEMBER 2020



Christmas party for volunteers



SSG Relax Christmas meeting
on Messenger

JANUARY 2021



Excursions for harvesting blueberries



Excursion to 'Cottage Rose'
Respite House in Crib Point

SSG Brunswick

CALENDAR OF EVENTS

FEBRUARY 2021



Excursions to 'Cottage Rose' Respite House in Crib Point
SSG Ardeer an SSG Relax

MARCH 2021



SSGs' Easter meetings
Ardeer, Doveton (in Crib Point)

Seniors' Picnic in Rowville



CALENDAR OF EVENTS

APRIL 2021



SSGs' meetings
Rowville, Doveton Oakleigh, Brunswick

MAY 2021



CALENDAR OF EVENTS



SSGs' meetings
*previous page: Doveton,
Oakleigh;*
this page: Rowville

JUNE 2021



Delivering Polish meals and lunch
for volunteers in thanks for help in
distributing meals

SSG Sport meeting on Messenger



Polish Community Care Services Inc.
PolCare



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www.polcare.com.au



www.facebook.com/POLCARE

