

POLISH  
COMMUNITY  
CARE  
SERVICES INC.  
"POLCARE"



**ANNUAL REPORT  
FOR 2018/2019**



# ABOUT PCCS

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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).

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

The PCCS's vision is to be leaders in the provision of high quality, culturally competent community care.

The Values under which we operate include:

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



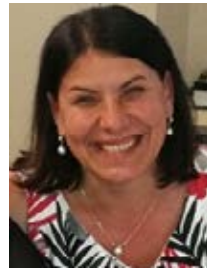
# OUR PEOPLE



Dr Sylwia  
Greda-Bogusz OAM  
Chairperson



Grażyna Galas  
Treasurer



Lidia Witko  
Secretary



Marian Pawlik OAM  
Member



Janina Mazurek  
Member



Edward Biały  
Member



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 Manger



Mariola Brewinska  
Care & Brokerage  
Adviser



Aleksandra  
Waryszewska  
NDIS Coordinator



Katarzyna Mistarz  
Administration  
Officer

# OUR SUPPORTERS



[www.brimbank.vic.gov.au](http://www.brimbank.vic.gov.au)



# OUR PARTNERS



**POLISH  
CLUB  
ALBION**



**White Eagle House**

Polish Community Association Inc.

**Tygodnik Polski**  
Polish Weekly



ISSN 1463-7478

SYDNEY - MELBOURNE - ADELAIDE - CANBERRA - BRISBANE - PERTH - HOBART - NEW ZEALAND



Miniatura  
Theatre

20  
Polish Seniors'  
Citizen Clubs  
in Victoria

Polish  
Charity Association  
in Ardeer

# OUR VOLUNTEERS



# CHAIRPERSON'S REPORT

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The financial year 2018/2019 has been challenging in many ways; from growing our programs to looking for new and innovating ways of serving our clients.

It is therefore my absolute pleasure to provide you with this short gratitude report on behalf of the Board of PCCS/PolCare Inc. All our Program Management Staff and their Teams are infectiously enthusiastic, creative, and hardworking embracing challenges of change, and moving forward at astonishing speed which include updating documents implementing new Policy and Procedures and adhering into ever changing Industry Quality Standards. Thank you for your ongoing commitment and dedication.

With quality in mind we continue to deliver great outcomes as per our strategic objectives included in 2016-2020 strategic plan. Adding to our organisation commitment and part of our long-term plan was to obtain NDIS Service Provider status, which we are now officially registered as off 6 September 2018. This now allows us to provide Polish specific service.

In celebration of our achievements this financial year we must not forget that there is still a lot of hard work ahead of us, however together we will overcome any challenges and with the support of our community we will grow stronger.

Taking this opportunity, I would like to thank and acknowledge all of the people who make our organisation strong, viable and relevant to the requirements of our community. My sincere gratitude to all volunteers whose dedication and commitment to needs of our clients is nothing short of commendable. Thank you.

In the constantly evolving and very demanding Aged Care industry, where operational environment requires daily monitoring, dealing with challenges, and continuously updating skills, the strength and the leadership of Mrs Bozena Iwanowski the CEO of PCCS/PolCare Inc. is unquestionably admirable. Sincere thank you for your hard work and dedication.

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

Additionally, our gratitude goes to many organisations which whom we are proud to be working with as well as associated with outside the Polish Community. We are also grateful to the Polish Community Council of Victoria Inc. led by President Mr Marian Pawlik OAM (who is also a member of PCCS/PolCare Inc Board) for his support.

To many of our own Polish Associations, Clubs, and Organisations, you are amazing, and we are very proud to be doing programs and events together, you are the fabric of who we are. I must also mention that our Polish specific services are highly regarded and valued.

We are also the recipients of some amazingly positive feedback from our clients, and stakeholders. It must also be mentioned that as an organisation we are immensely proud to be exemplary passing government audits. This feedback keeps us going and provides an inspiration for the future.

Thank you TEAM for all your hard work.



**DR SYLWIA GREDA-BOGUSZ OAM**

Chairperson of PolCare

# CEO'S REPORT

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We are honoured to be presenting our AGM Report for 2018/2019. The past year has been another one of great opportunity for PCCS and we are pleased to report that staff have embraced the challenge allowing us to again significantly grow our services and revenue.

The last twelve months were very busy for all PCCS staff and volunteers. All of our programs and Policy and Procedures documents were updated as a part of continuous quality improvement, preparing for new quality standards in our industry. We still working together with Polish Community Council of Victoria over HCP, CVS and Palliative Care Program. It has been a busy and exciting year for Polish Community Care Services (PCCS). We continue to deliver great outcomes for our all strategic objectives as per the 2016-2020 strategic plan. We are working hard to be NDIS Provider - we are registered from 6 September 2018 we become officially registered under section 41 of the Disability as a Disability Service Provider. The most important factor that has kept me motivated and enthusiastic over the year is the support of the Committee of Management and the Polish Care Services Bureau staff, as well as all volunteers at Polish Community Care Services (PCCS). The Polish Community Care Services (PCCS) is proud to acknowledge the support of the following organizations and their assistance and contribution towards the ongoing development of the service, and the Polish community that it served in 2018-2019:

- Department of Health
- Department of Health and Human Services
- Ethnic Communities Council of Victoria
- Carers Victoria
- Palliative Care Victoria
- Polaron
- City of Brimbank
- City of Monash
- City of Melbourne
- City of Greater Dandenong
- City of Casey
- Australian-Croatian Community Services
- Victorian Multicultural Commission
- Australian Filipino Community Services
- Polish Consulate in Sydney

This year I have been responsible for managing:

- HSP Program
- Social System Development (Friendly Visiting Program & Telelink)
- Social Support Group
- Carers Group
- IT Group
- NDIS Program
- Women's Group
- Presidents of Polish Senior Citizens Clubs' Group
- Palliative Care Educational Program



Volunteers of PCCV and PCCS.

The audit of our organization – Social Support Groups, which took place in July 2018, was thorough and comprehensive, and the AACQA checked our services against 6 standards. At the end of the day, we were proud to receive the news that we had fulfilled all formal requirements at 100%.

Polish Community Care Services (PCCS) makes sure that all our programs and services are of the highest quality and in complete accordance with Australian guidelines. Our programs and services continue to receive positive feedback from our clients, funders and various stakeholders. The positive results we achieve inspire the Polish Community Care Services (PCCS) team to further explore our creativity, use our industry networks and continuously improve what we do.

The organization is managed by a Board consisting of six volunteers. Polish Community Care Services community programs and social support programs are run by volunteers who help with fundraising and assist in all areas of office administration. I would like to thank all the people who guided, supported and helped me over the years. The Polcare Board of Management, as a team, and every person who has served on the Board over the last year – thank you so much for all your support and encouragement along the way. Special thanks to Chair of the Board, Dr Sylwia Greda-Bogusz OAM.

Polish Community Care Services (PCCS) team of staff and volunteers – thank you for working together to build and share professional values and standards at Polish Community Care Services (PCCS).



**BOZENA IWANOWSKI**

CEO of PolCare

# TRESURER'S REPORT

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

PCCS Inc. has been funded by grants and subsidies from Government Departments, donations 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 2018-2019 state the total income of \$560,843, the total expenditures of \$549,130 and the net profit of \$11,713. The total equity balance sheet figure is reported as \$97,619 and cash of \$48,477 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 of PolCare

# 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 2019 which comprises the Balance Sheet, Profit and Loss statement and statement of Cash Flows.

### **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 2019 and the profit and loss and cash flows for the year ended 30<sup>th</sup> June 2019 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)  
25 / 09 / 2019

# SOCIAL SUPPORT GROUPS

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I would like to introduce the Polish Community Care Services - Social Support Groups program, which has been running since 1993.

This year, we continue to provide services for elderly socially isolated members of the Polish community. Our clients are primarily Polish-speaking people who come together to enjoy social interaction and engaging activities. This enables them to remain in their homes for as long as possible and allows them to function independently.

Social Support Groups offer our clients the opportunity to be social, physically active and improve mental and emotional wellbeing. We also provide intellectual stimulation, cultural activities and promote wellness and reablement.



SSG Ardeer

PCCS currently runs seven Social Support Groups:

- SSG Rowville (every Tuesday)
- SSG Brunswick East (every Wednesday)
- SSG Oakleigh (every Thursday)
- SSG Sport Rowville (every second Wednesday)
- SSG Relax Rowville (every second Thursday)
- SSG Ardeer (every Thursday)
- SSG Doveton (every second Monday)



SSG SPORT Rowville

Throughout the year we have had up to 120 clients attend and participate in approximately 15,000 hours of activity time. Along with our group services, we offer transportation to and from SSG Rowville, Brunswick, Oakleigh and Doveton, via taxis and a company bus driven by our volunteers.

Our program is made up of 10 staff and 8 volunteers.

We design our activities based on the individual needs of our clients. The program follows a person-centred care model and we focus on encouraging independence and promoting active living and positive ageing. This year our activities included:

- Outings to: Dandenong Ranges with lunch at Sky High Restaurant; Bunjil Place in Narre Warren and lunch in Feast Buffet in Ferntree Gully Hotel; Cranbourne Botanical Garden; Blue Lotus Water Garden-Yarra Junction; Berwick Botanical Garden; Polish Retirement Home - Nursing Home in Bayswater; POLANA Healesville; Mt. Macedon and lunch at Green Village Hotel
- Morning Melodies: Michael Buble's Christmas Show presents by Garry Johns; Frank Sinatra's Greatest Hits at Roxburgh Park Hotel; Morning Melody in Cranbourne RSL
- Colors of love project, crochet flower making
- Australian Biggest Morning Tea
- Performances - singing Polish songs in Lynbrook Community Centre as part of the Love in any language project with Australian Filipino Community Services
- iPad activities, Pilot activities as part of the Be Connected project
- Bunnings craft workshops
- Education and information sessions
- Playing board games
- Watching Polish movies and documentaries
- Singing and craft activities
- Facilitated discussion on current events
- Light exercise
- Celebration of religious occasions and cultural traditions
- Shared meal cooked by catering or staff and volunteers
- Presentations from Dementia Australia: 8 Things You Need to Know About Dementia



SSG Brunswick

This year we celebrated various holidays and events including Australia Day, Valentine's Day, International Women's Day, Senior's Picnic Day at Polish House "Syrena" Rowville, Fat Thursday, Ash Wednesday, Easter, 3rd of May Constitution Day and Polish Flag Day, Mother's Day, Christmas in July, the anniversary of the Warsaw Uprising, Father's Day, Seniors' Day at Albion, Celebration of 100th Anniversary of Regaining Independence, Melbourne Cup, 'Andrzejki' and Christmas.



SSG Oakleigh

Our clients have been satisfied and happy with the SSG program. Included below is some of the feedback we have received about the program:

- "I wait all week to come to the club"
- "It is the best club in Australia"
- "The atmosphere is fantastic"
- "I can never wait till Thursday"
- "This is always a special day for me, and I like to dress nice for it"
- "I am always so full and satisfied that I don't need to eat at home"
- "The food is delicious. We get breakfasts, two course lunches and desserts"
- "Our staff and volunteers really do care about us"



SSG Rowville

Each and every one of our workers and volunteers understands the importance of our clients' needs and all are committed to delivering professional services.

I would like to thank our Committee of Management, my CEO Bozena Iwanowski, and all the staff and volunteers for making PCCS and PCCV an incredible organisation to work for.

I am thrilled to have had the opportunity to work with such amazing and dedicated people. I look forward to continuing my work in these organisations.



**MAŁGORZATA ŻUCHOWSKA**

Social Support Group Coordinator

# SERVICE SYSTEM DEVELOPMENT

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In the 2018/2019 financial year, 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 goals of the program helps elderly or isolated people with disabilities of Polish background to sustain their independence and creates opportunities for social interaction.

Service System Development Program provides a range of services:

**Friendly Visiting Program** - the group of 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. The program coordinator monitors the progress of each visit by maintaining a contact with the client and volunteer as well as the client's family. The role of the volunteer is: provide companionship, encourage participation in community activities, assist the client with his/her needs, encourage independence, self-esteem and dignity in the friendship. The program operates in all regions of Melbourne.

**Telelink** is a form of teleconferencing which provides valuable social support, interaction and "phone friendship" for isolated older people. This financial year nine seniors are linked every Tuesday for one hour. This financial year our clients spent 207 hours on Telelink.

**Carers Group** - provides emotional support and counselling, as well as education and development for carers of Polish background.

**Sunday Transport** - supplying clients of PCCV and PCCS with transport to the church in Keysborough (Sunday's mass).

**Service System Development Program** also helps community development and provides assistance to 20 Polish Seniors Clubs. The meetings are organized every two months for presidents of Polish Seniors Clubs, volunteers and carers. They have opportunities to undertake training, and exchange information and experiences. They also spend social time together.



Volunteers of PCCV and PCCS.

Service System Development Program's Annual Events:

**XXIX Seniors Day** - the annual Congress of Polish Seniors was held on 10th of October 2018 at the Polish Sporting and Recreation Centre in Albion. 300 seniors and guests attended that day from across Victoria. This year, our seniors from various Polish Seniors Clubs also presented an artistic program. After this artistic program, a delicious lunch was served, which was followed by a lottery draw.

**International Volunteer Day** - on the 9th of November 2018, 50 volunteers were invited for a concert of Polish singer Artur Gotz to celebrate the 100 years of Polish independence at Polish House "Syrena" in Rowville.



Performance of Artur Gotz.

**XX Jubilee Seniors Poems Competition.** Many excellent poems written by our seniors were entered into the competition. Results of the XX Seniors Poems Competition were announced on the 21st of November 2018 during the Seniors' Poems Celebration in Rowville. The winning poems were read out by actors from the "Prób Miniatura" theatre group.



Participants of XX Jubilee Seniors Poems Competition.

**Polish Seniors' Picnic.** The Annual Polish Picnic took place on the 20th of March 2019 at Polish House "Syrena" in Rowville. It attracted 300 people and promoted Cultural Diversity Week.

**National Volunteers Week.** On the 28th of May 2019, 50 volunteers were invited to the concert of actress, singer, and founder of the AKOGO? foundation: Ewa Błaszczuk at Polish House "Syrena" in Rowville.



Recital of Ewa Błaszczuk in Polish House SYRENA in Rowville.

Our volunteers are not only able to help others within programs of our organization, but everyone responded positively to the call for help and raising money for the "Akogo?" Foundation. The collected grant was solemnly handed over to Mrs. Ewa Błaszczuk by Bożena Iwanowski and Mr. Marian Pawlik OAM.

I would like to welcome to the board the new volunteers that have joined the team at Polish Community Care Services "Polcare". Furthermore, I would like to express my gratitude to all volunteers who support the services provided by "Polcare".



## **EWA KIŻEWSKI**

Service System Development Program  
Coordinator

# NDIS

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It has been an exciting and active year, leading to the development of a new disability program at PolCare. It is with pleasure that I am writing the very first report for Polcare's National Disability Insurance Scheme (NDIS) program.

The National Disability Insurance Scheme (NDIS) provides support to people with a significant and permanent disability. The NDIS is implemented through an independent statutory agency, the National Disability Insurance Agency (NDIA).

The NDIS enables all eligible Australians to have access to mainstream, community and informal supports, that are reasonable and necessary.

The goal of the NDIS is to:

- Support the independence, and social and economic participation of people with disability,
- Support people with disability to develop the skills and capacity to participate in the community,
- Enable people with disability to exercise choice and control over the services they access to reach their goals; and
- Provide reasonable and necessary support to people with disability.

PolCare has been a registered National Disability Insurance Scheme (NDIS) provider since September, 2018. This was certainly not an easy task, which presented with many challenges. However, with persistence and patience it was possible. We have been actively providing NDIS services since January, 2019. 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



Excursion to Royal Botanic Garden.

During the year, we have been proud to support a growing number of participants, with the assistance of our Disability Support Workers, who have extensive experience in working within the community and disability setting. Furthermore, our Disability Support Workers have been able to provide exceptional care and support to enable participants to reach their goals, and be as independent as possible. All Disability Support Workers have the relevant qualifications and hold Certificate IV in Disability.

Moreover, participants accessing supports and services under the NDIS at PolCare are encouraged to exercise choice, control and independence. This has been particularly possible with the development of fortnightly group activities. Some of the excursions that the group has participated in so far include:

- Dandenong Ranges
- Arthur's Seat
- Melbourne Museum & City
- Circle Tram Ride
- Australian National Aviation Museum
- Museum
- Royal Botanic Gardens
- ZONE Bowling
- Dingley Village Adventure Golf
- & Braeside Park
- Scienceworks & Docklands
- Comedy & Magic Variety Show
- Village Cinemas
- Ballarat - V/Line
- Karkarook Park
- Rush HQ
- Bunjil Place



Excursion to Australian National Aviation Museum.



Excursion to Arthur's Seat.

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 have been actively involved in relevant: trainings, such as Support Coordination, and Putting Wellness and Reablement Into Practice in Social Support; forums, such as Driving Improvement in Community Services, and NDIS & Mental Health; information sessions and presentations, such as SMR Alliance - Navigating the Changes and Exploring Opportunities; expos, such as Southern Region NDIS Service Provider Expo; and informational and promotional activities, such as an SBS interview about NDIS at PolCare.

Looking to the future, PolCare will work towards the ongoing growth of the NDIS program by taking advantage of new learning opportunities, ensuring for the safe, effective and individualised service delivery, and adapting our approach with changing participant goals and needs.

I would like to take this opportunity to thank our participants, carers and family members for trusting in us and in the development of the program. 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.

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



**ALEKSANDRA WARYSZEWSKA**

National Disability Insurance Scheme Program  
Coordinator

# CALENDAR OF EVENTS

JULY 2018



SSG Brunswick celebrating Christmas in July.



SSG SPORT Rowville in Polana Camp in Healesville.



The Polish community during meeting with Mr. President and his wife at the Governor of Victoria during the first official visit of President of Republic of Poland in Australia.



SSG Oakleigh during making tissue flowers in Polish national colours: white and red.



SSG Brunswick during playing with Klanza wrap.



SSG Oakleigh during playing in Bingo.

OCTOBER 2018



29th Seniors' Day in Polish Club in Albion.



20th Seniors Poems Competition.



Volunteers, Presidents of Polish Seniors' Clubs and SSG Brunswick on the IPN's exhibition in the Victorian Parliament.



SSG Oakleigh with White Eagle - the Polish emblem which has been crafted by the SSGs Oakleigh, Rowville and Brunswick.



SSG Rowville during making a tissue flowers in Polish national colours: white and red.



SSG Oakleigh during Christmas meeting.



SSG Brunswick staff in a very merry mood.



SSG Brunswick during Christmas meeting.



SSG Rowville during Christmas meeting.



SSG RELAX Rowville during Christmas meeting.



SSG SPORT Rowville during outdoor activity.



SSG Oakleigh during crocheting.



SSG Ardeer during puzzle activity.



SSG Doveton during excursion to Wilson Botanic Park Berwick.



Seniors' Picnic in Rowville.



PCCS at Southern Region NDIS Service Provider EXPO.

MARCH 2019



SSG Rowville during Easter meeting.



SSG Oakleigh during Easter meeting.



SSG RELAX Rowville during interactive activity with Easter quiz on Kahoot platform.



Meeting with Filipino Community - project "Love in any language".



Celebration of the International Volunteers Day.



Supporting Cancer Council during Australian's Biggest Morning Tea.

MAY 2019



PCCS at Southern Metropolitan Region Alliance EXPO.

JUNE 2019



Training for volunteers provided by Swinburne University.



SSG Ardeer during excursion.



SSG Rowville during playing games on ipads.



IT Group in Oakleigh during learning digital skills under the Be Connected program.



SSG RELAX Rowville during learning digital skills under the Be Connected program.



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