

ANNUAL REPORT

2016/2017



Polish Community Care Services Inc.

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Contents

Our Purpose _____	4
Our Vision _____	4
Our Values _____	4
Board of Management 2016-2017 _____	5
Chair's Report _____	6
CEO Report _____	7
Commonwealth Home Support Programs _____	10
Social Support Groups – Program Coordinator's Report _____	10
Service System Development - Program Coordinator's Report _____	13
Treasurer's Report _____	16
Independent Auditor's Report _____	17
Company Information _____	20

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.

Our Purpose

Our 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.

Our Vision

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

Our Values

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.

Board of Management 2016-2017

Dr Sylwia Greda-Bogusz

Chair

Ms Grazyna Galas

Treasurer

Mrs Edyta Szmyd

Secretary

Mr Marian Pawlik OAM

Member

Ms Janina Mazurek

Member

Mr Edward Bialy

Member

Chair's Report

It is my absolute pleasure to provide you with this report on behalf of the Board of PolCare Inc.

Foremost, I wish to 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 the needs of our clients is nothing short of commendable.

To all the Program Management Staff and their Teams - your enthusiasm is infectious, our sincere thank you.

In the constantly changing Aged Care industry, where the operational environment requires daily monitoring, the strength and leadership of Mrs Bozena Iwanowski is unquestionably admirable. Thank you for your hard work and dedication.

I also wish to thank my colleagues, who volunteer their time, knowledge and skills, I hope that we continue to work together to fulfil our organisation's vision in the future.

Additionally, our gratitude goes out to the many organisations with whom we are proud to be associated. This of course includes our own peak body organisation, the Polish Community Council of Victoria, led by President Mr Marian Pawlik OAM.

We are a busy organisation and the last twelve months were no exception. Audits, program plans, staff training, grant applications, as well as monitoring the quality of our services, expenditure and reporting back to our funding organisations never ends.

We worked in collaboration with several organisations such as the Australian-Croatian Community Services, Jewish Care, and Seniors Rights Victoria. These organisations share our goals and visions and we are grateful to work in partnership with them. We are also grateful for their assistance in organising various events.

Our own Polish Associations, Clubs, and Organisations - you are amazing and we are very proud to be organising programs and events together.

I must also mention that our services are highly regarded and valued; we are recipients of some incredibly positive feedback from our clients, and stakeholders including audits. This feedback keeps us going and provides inspiration for the future.

Thank you.

Dr Sylwia Greda-Bogusz

Chair of the Board of PolCare

CEO Report

The last twelve months were very busy for all PCCS staff and volunteers.

All of our programs' documents were updated as a part of continuous quality improvement, preparing for forthcoming changes in our industry.

Our organisation was part of the Polish Community Council of Victoria Inc. for the last 50 years. In December 2015, a new organisation, Polish Community Care Services Inc, was registered to serve aged care and disability clients in the Australian-Polish Community.

It has been a busy and exciting year for Polish Community Care Services (PCCS) as an organisation and for me personally. We continue to deliver great outcomes for our all strategic objectives as per the 2016-2020 strategic plan.

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 organisations and their assistance and contribution towards the ongoing development of the service, and the Polish community that it served in 2016-2017:

- Department of Health
- Department of Social Services
- Ethnic Communities Council of Victoria
- Seniors Rights Victoria
- Carers Victoria
- Palliative Care
- Turning Point
- City of Monash
- City of Melbourne
- City of Greater Dandenong
- City of Casey
- Australian-Croatian Community Services
- Victorian Multicultural Commission
- Jewish Care
- Polish Consulate in Sydney

We are proud to acknowledge our numerous community partners:

- Eastern Districts Polish Association.
- Albion Club
- White Eagle Club in Geelong
- Polish Charity Association in Ardeer
- Polish Weekly
- 23 Polish Senior Citizen Clubs in Victoria
- Polish Educational Society in Victoria

This year I have been responsible for managing:

- CHSP Program
- Social System Development (Friendly Visiting Program & Telelink)
- Social Support Group
- Carers' Group
- Young Disability Group
- Youth Group
- Women's Group
- Presidents of Polish Senior Citizens Clubs' Group
- SARDAC Program (Caching Up)
- Elder Abuse Educational Program

The audit of our organisation, which took place in February 2017, was thorough and comprehensive, and the AACQA checked our services against all 18 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 organisation 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 each 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.

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

PolCare CEO



Commonwealth Home Support Programs

Social Support Groups – Program Coordinator’s Report

Welcome to Polish Community Care Services - Social Support Groups.

The Social Support Groups provide an opportunity for Polish people who are socially isolated due to disability or age related issues, to come together in a supportive environment and participate in fun activities, which are designed to support their ability to remain living at home in their communities.



SSGs provide physical, emotional, social and intellectual stimulation, encourage independence and promote the well-being of our Polish clients.



We offer a range of group programs designed to give our clients a greater sense of wellbeing, and improve strength and health.

PCCS currently runs five Social Support Groups:

- 1. SSG Rowville (every Tuesday)*
- 2. SSG Brunswick East (every Wednesday)*
- 3. SSG Oakleigh (every Thursday)*
- 4. Sport SSG Rowville (every second Wednesday)*
- 5. Relax SSG Rowville (every second Thursday)*

This year, over 105 clients took part in SSG programs which ran for over 16,425 hours. We provided our clients with transport to and from the SSGs venues by taxis and a company bus driven by our volunteers. Our SSGs are led by 10 staff and 6 volunteers. We also offer practical placements for several students engaged in Aged Care studies. All our workers take pride and care in delivering a professional service to our clients.

Our SSG programs encourage participation in activities that cater to individual interests and abilities within a person-centred care model. The activities are aimed at encouraging independence and are underpinned by the principles of active living and positive ageing.

This year activities included:

'Around the world' getting to know other countries (France, Italy) including culture, tradition and cuisine, facilitated discussion on a matter of current news, light exercise, the emphasis of the activity is an encouraging movement, flexibility and balance within the client's capacity, singing and craft, education and information sessions, watching Polish movies and documentaries, activities that acknowledge polish-specific customs, traditions and religious celebrations, playing board games (domino, rummikub and bingo), cooked meal serve.

During our program we celebrated:

Australia Day, Valentine's Day, International Women's Day, Fat Thursday, Easter, 3rd of May Constitution Day and Polish Flag Day, Mother's Day, Christmas in July, Warsaw Uprising, Father's Day, Seniors' Day at Rowville, Picnic in Acoonah Park in Berwick, Independence Day, Melbourne Cup, "Andrzejki", Christmas.

Social Support Groups also hosted presentations from external bodies, including: Centrelink, Alzheimer Australia – *'Worried about your memory'*, Elder Abuse – movie, *"Behind my walls,"* and Ambulance Victoria.

I would like to take this opportunity to thank our Committee of Management, my Manager Bozena Iwanowski, and all staff and volunteers for making PCCS a great organisation to work in.

I look forward to future opportunities and challenges next year.

Małgorzata Żuchowska
SSG Coordinator

On the 15th of February 2017 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 we provide our clients in the Social Support Groups. The audit team examined our systems and procedures in our Social Support Groups in great detail. The quality control team also talked to our clients about our services and contacted our staff at Social Support Group in Brunswick by phone. After a long day of SSGs being inspected, the audit team announced the results.

It was a great and a very proud moment for all of us to hear a top rating of "18 for 18 points". I would like to extend my congratulations and appreciation for the excellent result we achieved in this Audit. Congratulations for the continued commitment to clients and employees that has contributed to maintaining the high quality of service that the PCCS is known for.

Our achievements are a source of pride and inspiration to all of us.

Service System Development - Program Coordinator's Report

In the **2016/2017** financial year, the Service System Development Program continues to provide services that help frail older people and younger persons with disabilities to improve their quality of life and empower them to lead an independent life and remain at home as long as possible.

The program promotes self-esteem among clients by enabling them to use their skills and life experiences.

Service System Development Program provides a range of services:

Friendly Visiting Program – Trained Polish-speaking volunteers visit elderly people and younger people with disability in their homes. The program operates in the Eastern, Southern and Northern regions of Melbourne.

Telelink – is a form of teleconferencing where up to ten people chat together as a group. Telelink provides valuable social support, interaction and “phone friendship” for isolated older people. They are linked every Tuesday for one hour.

Carers' Group – provides education and development as well as emotional support and counselling for carers of Polish background.

The Service System Development Program provides information, assistance and advocacy for the Polish elderly, their carers, and younger people with disabilities, enabling them to better access services relevant to their needs. It also helps community development and provides assistance to 22 Polish Seniors' Clubs. Presidents of Polish Seniors' Clubs attend meetings every two months.

Meetings are also organised for volunteers and carers every two months. They have opportunities to undertake training, and exchange information and experiences. They also spend social time together.



During the 2016/2017 financial year we looked after 40 clients. Assistance was provided according to their cultural and linguistic needs and it was based on a person-centred care approach that underlines the Polish Community Care Services quality of service. With the support of 68 dedicated volunteers, Polish Community Care Services is able to have a positive impact on clients' lives. Volunteers assist lonely and isolated elderly people and younger people with disabilities, by regularly visiting them at home. Their commitment and dedication has made a significant difference in the clients' lives.

Service System Development Program's Annual Events:

- XXVII Seniors' Day in Rowville
- XVIII Seniors' Poetry Competition
- Christmas Party in Rowville
- International Volunteers' Day
 - special dinner and comedy theatre at Polish House "Syrena" in Rowville
- Polish Seniors' Picnic at Akoonah Park, Berwick
- National Volunteer Week
 - special lunch in Highways restaurant



Volunteers reflect on their work:

Lubię moją pracę w wolontariacie i cieszę się, że moi podopieczni z radością i wdzięcznością witają mnie w swoich progach. Poza tym mam dużo wolnego czasu i spędzam go w pozytywnym celu.

Wiktorska Aneta

Lubię pomagać osobom, które są smutne i potrzebują pomocy.

I help disabled people and work with them to keep them company. I understand disabled people and work well with them.

Veronika Iwanowski

Lubię pomagać ludziom. Odwiedzać osoby w domach starców przynosząc im uśmiech na twarzy.

Dominika

Prezesuję Klub Seniora w Mt.Waverly przez 10 lat, organizujemy wycieczki, odczyty, uroczyscie obchodzimy narodowe swieta.

Maria Trofimiuk

Inspirujące doświadczenie życiowe, pozwalające poznać innych ludzi w potrzebie.

Janina D.

Praca, jako wolontariusz przynosi mi wiele radości. Uwielbiam pomagać, pocieszać i przynosić, choć chwilową ulgę w troskach i zmartwieniach osób starszych wiekiem. Personel biura jest bardzo miły, uprzejmy, wyrozumiały i bardzo pomocny. Robię tą pracę z ogromną przyjemnością. PolCare super organizacja polecam innym.

Lidia

Being volunteer is rewarding and lots of fun; plus socializing is a big factor.

Jadzia Szkudelski

Moja praca w wolontariacie daje mi dużo zadowolenia, bo otrzymuję w zamian uśmiech wdzięczności od osób, których obdarzam życzliwością.

E. Gołębiowska

I would like to thank our Committee of Management, my Manager Bożena Iwanowski, and all PCCS and PCCV staff for their cooperation and support. I look forward to working with them again next year.

Ewa Kizewski

Service System Development Program Coordinator

Treasurer's Report

PCCS Inc. has been funded by grants and subsidies from government departments, donations and fundraising activities, with the most significant grants received from the Commonwealth and State Departments of Health.

In accordance with the auditor's report, the financial figures for the reporting year 2016-2017 state the total income of \$388,779, the total expenditures of \$379,244 and the net profit of \$9,535. The total equity balance sheet figure is reported as \$12,734 and cash of \$56,076 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.

Grazyna Galas

Honorary Treasurer

Independent 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 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 30th June 2017 and the profit and cash flows for the year ended 30th June 2017 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)
18th October 2017





Company Information

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