

ANNUAL REPORT

2017/2018

Polish Community Care Services Inc.



Polish Community Care Services Inc.
Suite 305, 3 Chester Street Oakleigh Victoria 3166
Telephone: (03) 9569 4020
Email: info@polcare.org.au
www.polcare.org.au

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Our history

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 mission

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.



SECTION 1 – Our people

Name	Position
Dr Sylwia Greda-Bogusz	Chairperson
Grażyna Galas	Treasurer
Lidia Witko	Secretary
Marian Pawlik OAM	Member
Janina Mazurek	Member
Edward Biały	Member

Name	Position
Bożena Iwanowski	CEO of PolCare
Marzena Wroniszewska	HR Manager and Account
Małgorzata Żuchowska	Care Services Manager Social Support Group Coordinator
Ewa Kiżewski	Service System Development Coordinator
Monika Krajewski	Senior Case Manager
Mariola Brewińska	Care & Brokerage Adviser
Aleksandra Waryszewska	NDIS Coordinator
Katarzyna Mistarz	Administration Officer

OUR PEOPLE



Dr Sylwia Greda-
Bogusz
Chairperson



Grażyna Galas
Treasurer



Lidia Witko
Secretary



Marian Pawlik
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



Australian Government
Department of Health



Department of Health and
Human Services in Victoria



Consulate General of the
Republic of Poland in Sydney



Ethnic Communities Council of
Victoria



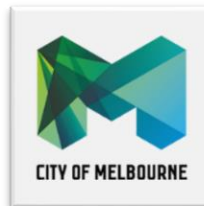
Seniors Rights Victoria



Carers Victoria



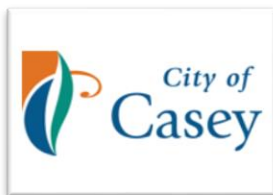
Palliative Care Victoria



City of Melbourne



City of Monash



City of Casey



City of Greater Dandenong



Polaron



Victorian Multicultural
Commission



Australian-Croatian
Community Services



Jewish Care

OUR PARTNERS



Eastern Districts Polish Association



Albion Club



White Eagle Club in Geelong



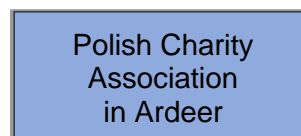
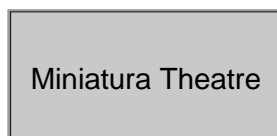
The Polish Weekly



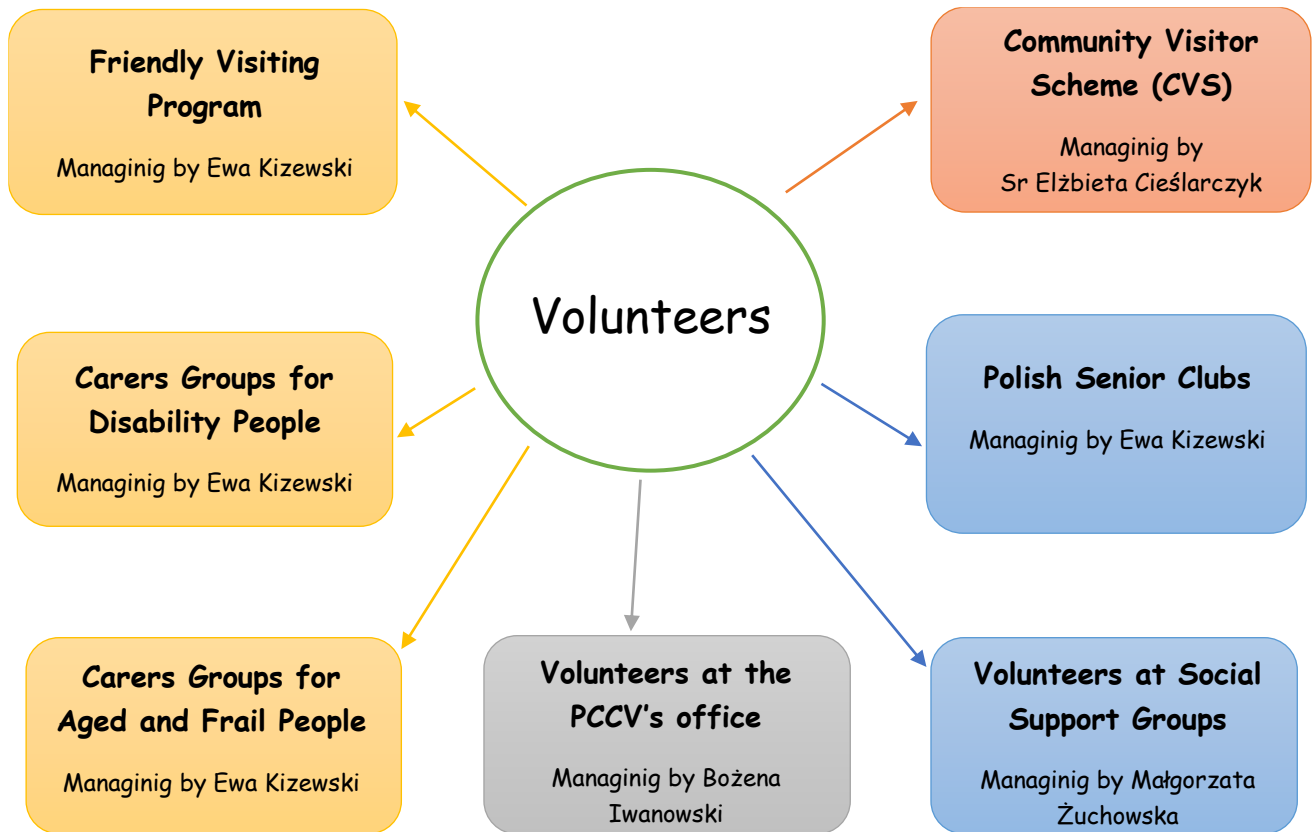
Seniors Rights Victoria



Polish Association of Melbourne Polana Camp



OUR VOLUNTEERS



SECTION 2 – Reports

CHAIRPERSON'S REPORT



Dr Sylwia Greda-Bogusz

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

Fore mostly, I wish to thank our staff and acknowledge all 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; you are our great asset.

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

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

I also wish to thank my colleagues, who volunteer their time, knowledge and skills, 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 associated, this of course include our own pick body organisation the Polish Community Council of Victoria led by President Mr Marian Pawlik OAM.

We get very busy so the last twelve months was no exception. Audits, program plans, Staff training, grants applications, as well as monitoring our quality of services, expenditure and reporting back to our funding organisation's never ends.

We created many opportunities in collaborations and partnerships with similar to us organisations. We are also grateful for their assistance in organising various events together.

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

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

Thank you.

Dr SylwiaGreda-Bogusz
Chair of the Board of PolCare

CEO'S REPORT



Bożena Iwanowski
PolCare CEO

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 forthcoming changes 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) 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.

We are working hard to be NDIS Provider – we are registered under NDIS Act 2103 and NDIA but 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 organisations and their assistance and contribution towards the ongoing development of the service, and the Polish community that it served in 2017-2018:

- [Department of Health](#)
- [Department of Health and Human Services](#)

- [Ethnic Communities Council of Victoria](#)
- [Seniors Rights Victoria](#)
- [Carers Victoria](#)
- [Palliative Care Victoria](#)
- [Polaron](#)
- [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](#)
- [Polish Association of Melbourne and Polana Camp](#)
- [Miniatura Theatre](#)
- [White Eagle Club in Geelong](#)
- [Polish Charity Association in Ardeer](#)
- [The Polish Weekly](#)
- [20 Polish Senior Citizen Clubs in Victoria](#)
- [Polish Educational Society in Victoria](#)

This year I have been responsible for managing:

- [HSP Program](#)
- [Social System Development \(Friendly Visiting Program & Telelink\)](#)
- [Social Support Group](#)

- Carers' Group
- IT Group
- Young Disability Group
- Youth Group
- Women's Group
- Presidents of Polish Senior Citizens Clubs' Group
- Elder Abuse Educational Program
- Palliative Care Educational Program

The audit of our organisation – 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 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 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

SECTION 3 – Our finances

TREASURER'S REPORT

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.

In accordance with the auditor's report, the financial figures for the reporting year 2017-2018 state the total income of \$431,232, the total expenditures of \$433,060 and the net loss of \$1,828. The total equity balance sheet figure is reported as \$85,906 and cash of \$21,942 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

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 30th June 2018 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 2018 and the profit and loss and cash flows for the year ended 30th June 2018 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)

27/09/2018

SECTION 4 – Our activities

SOCIAL SUPPORT GROUPS 2017 -2018

Welcome to CHSP - Social Support Groups!

Polish Social Support Group commenced in 1993 at Oakleigh. The Social Support Groups aim is to assist socially isolated frail aged people of Polish speaking background to come together in a supportive environment and participate in varied activities which help them to be continually independent thereby preventing admission to long-term residential care and hospitals.



SSGs fulfil social, cultural, physical, emotional, recreational needs, provide intellectual stimulation, encourage independence and promote the wellness and reablement of our fantastic Polish seniors.

SSG has numerous community and individual benefits. They strengthen capacity-building and provide opportunities for improved health, improve nutrition and physical activity, promote emotional well-being, physical, mental health and enhance quality of life.

We currently run many Social Support Groups:

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

During the year, over 120 clients took part in the SSG programs which ran over 16,650 hours. We are providing our clients from SSG Rowville, Brunswick, Oakleigh and Doveton with transport to and from the SSG venues by taxis and a company bus driven by our volunteers. Our SSGs are led by 9 staff and 10 volunteers. We also offer practical placements for students engaged in Aged Care studies. All our workers take pride and care in delivering professional service to our client.



Our SSG programs follow a person-centred care model. Clients participate in activities that cater to their personal interests and individual abilities. All activities are based around encouraging independence and promoting active living and positive ageing. This year our activities included:

- Morning Melodies at Roxburgh Park,
- Excursions to Blue Lotus Water Garden at Yarra Junction, Melbourne Museum, Wilson Botanic Park at Berwick,
- BBQ in Lysterfield Park,
- Frankston Sand Sculptures,
- Exhibition in Parliament – (Report X, Warsaw Uprising 1944, Poles Saving Jews, Lest We Forget),
- Facilitated discussion on current events,
- Light exercise (with emphasis on encouraging movement, flexibility and balance tailored to the client's abilities),
- Singing and craft,
- Bunnings craft workshops,
- 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),
- Shared meal cooked by staff and volunteers

This year we celebrated the 100th Anniversary of Poland's Independence, 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 Albion, Picnic at Polish House Syrena in Rowville, Independence Day, Melbourne Cup, "Andrzejki", Christmas and the 100th Birthday of one of our Brunswick SSG clients.

Social Support Groups also hosted presentations from external bodies including: Alzheimer Australia – 'Worried About Your Memory', "8 Things You Need to Know About Dementia; Elder Abuse – movie, "Behind My Walls"; and CFA and MFB – Safe Home in Hot Weather.

On the 3rd of July 2018, 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 six 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. After a long day of SSGs being inspected the audit team announced the results. We were very happy to hear that our service received a result of 100%.

I would like to congratulate everyone for the excellent result that we obtained in this audit. I am grateful for the commitment to our clients and employees that has led to another great result. 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.

Examples of our client's feedback:

- *I feel here like in the family, thank you that I can still belong to this group, Super Club!*
- *I like everything, and you do not need to change anything.*
- *The food is delicious and varied.*
- *This is the best club which I met and everything here I like because the personnel really do care about us.*
- *Best club in Vitoria for me.*
- *I believe that this form of entertainment and running of the club by our staff and volunteers is very good so that we look forward to the day when we meet again.*



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

I look forward to the future opportunities and challenges next year.



Małgorzata Żuchowska
SSG Coordinator

SERVICE SYSTEM DEVELOPMENT PROGRAM

2017-2018



In the 2017/2018 financial year, the Service System Development Program continues to provide services that help frail older people and younger persons with disabilities for them 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 lifetime experience.



Service System Development Program provides a range of services:

- **Friendly Visiting Program** – Polish-speaking and trained 40 volunteers visit elderly people and younger people with disability at their home. The program operates in all 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. This year eight clients are linked every Tuesday for one hour.
- **Carers Group** – provides emotional support and counselling as well as education and development for carers of Polish background. NDIS information session was organized for carers from Polish society at Highway Hotel, Springvale in May. There were 50 people attended.



- **Service System Development Program** also helps community development and provides assistance to 20 Polish Seniors Clubs. The meetings are organized for presidents of Polish Seniors Clubs, 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 2017/2018 financial year 38 clients were supported by 40 volunteers who spent 2461 hours with their 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 40 dedicated volunteers, the Polish Community Care Services is able to have a positive impact on clients' lives. Volunteers assist the lonely and isolated elderly and younger people with disabilities by visiting them regularly at home. Their commitments and dedication has made a significant difference in the clients' lives.



Service System Development Program's Annual Events:

- XXVIII Seniors Day in Ardeer
- XIX Seniors Poetry Competition
- International Volunteer Day
 - excursion to Arthurs Seat with barbeque
- Polish Seniors Picnic, Polish House "Syrena" in Rowville
- National Volunteers Week
 - exhibition "Report X" at Parliament House and special lunch.





I would like to thank the volunteers for their dedication and commitment. Without the volunteers' involvement, the Service System Development Program would not be successful.



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

Ewa Kizewski
Service System Development Program Coordinator



SECTION 5 – Calendar of our activities

JULY 2017



Photo 1 SSG Rowville Relax

AUGUST 2017



Photo 2 Social Support Group Oakleigh - Activities from Bunnings



Photo 3 Social Support Group Oakleigh - Activities from Bunnings

SEPTEMBER 2017



Photo 4 IT Group



Photo 5 IT Group

OCTOBER 2017



Photo 6 28th Senior Convention in Ardeer



Photo 7 Golden Age 10th Anniversary

NOVEMBER 2017

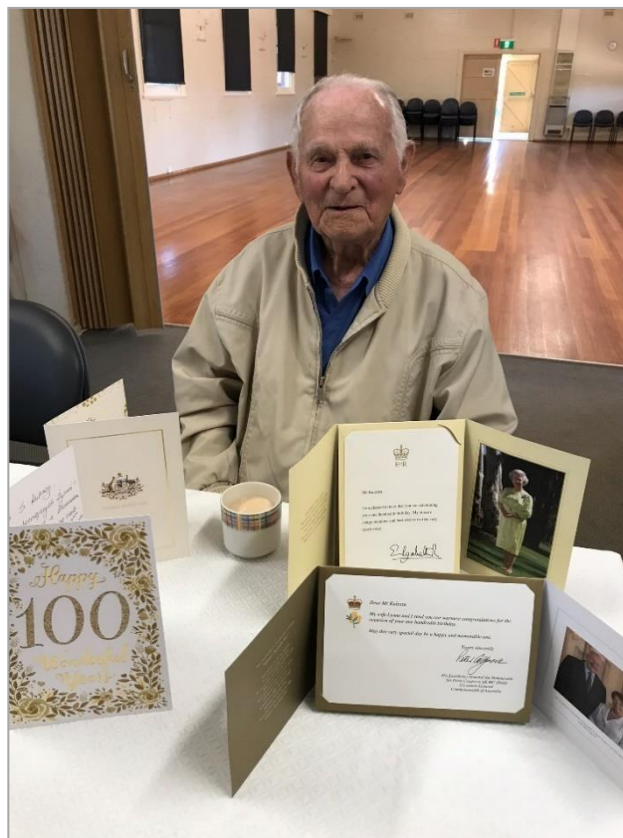


Photo 8 SSG Brunswick - 100th Birthday of Mr Stefan Kulesza



Photo 9 11th of November - Polish Independent Day



Photo 10 Polish Festival at Federation Square in Melbourne



Photo 11 Volunteers' excursion to Arthur Seats

DECEMBER 2017



Photo 12 SSG Oakleigh - Christmas Party



Photo 13 Christmas Party – Rowville

JANUARY 2018



Photo 14 Social Support Group - Blue Lotus Water Garden, Yarra Junction



Photo 15 Social Support Group - Blue Lotus Water Garden, Yarra Junction

FEBRUARY 2018



Photo 16 PCCV President's Ball



Photo 17 PCCV President's Ball

MARCH 2018



Photo 18 Senior's Picnic



Photo 19 Senior's Picnic

APRIL 2018



Photo 20 Anzac Day



Photo 21 Anzac Day

MAY 2018



Photo 22 SSG Brunswick at House of Parliament



Photo 23 Volunteer Day at House of Parliament



Photo 24 NDIS Conference



Photo 25 NDIS Conference

JUNE 2018



Photo 26 SSG Brunswick - Fun with Animated Shawl



Photo 27 SSG Brunswick - Morning Melodies at Roxburgh Park Hotel



CONTACT US

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