Polish Community Care Services Inc. POLCARE

2019/2020 ANNUAL REPORT

For better life.

For happier life.

PolCare

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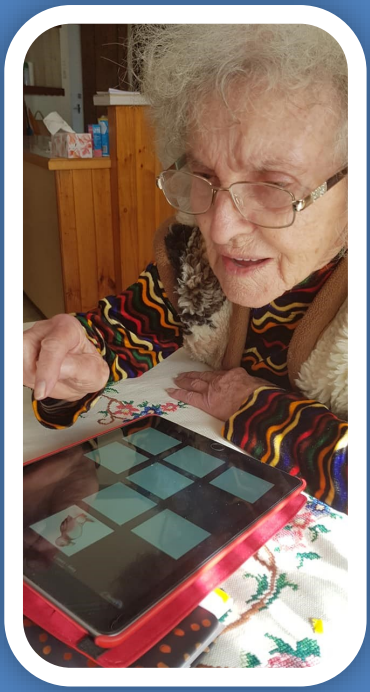


POLISH COMMUNITY CARE SERVICES INC. POLCARE

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

OUR PEOPLE

Committee

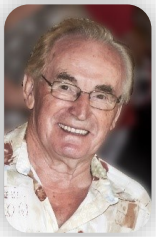
Dr Sylwia Greda-Bogusz OAM
Chairperson

Grażyna Galas
HonoraryTreasurer

Lidia Witko
Secretary

Marian Pawlik OAM
Member

Janina Mazurek
Member

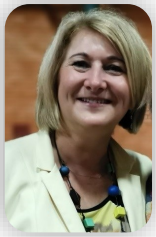


Edward Biały
Member

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
Let's Get Active Program Coordinator

Katarzyna Mistarz
NDIS Support Coordinator

Aleksandra Waryszewska
NDIS Coordinator

Ewa Kubik
Administration Officer

OUR SUPPORTERS

www.brimbank.vic.gov.au

OUR PARTNERS

Eastern Districts Polish Association (Melbourne)

POLISH CLUB ALBION

Polish Association in Melbourne
POLANA CAMP

White Eagle House
Polish Community Association Inc.

St John Paul II Polish Hall
in Ardeer

Association of Polish
Professionals in Australia

POLSKIE SZKOŁY
w Melbourne

Polskie Towarzystwo
Edukacyjne w Wiktorii

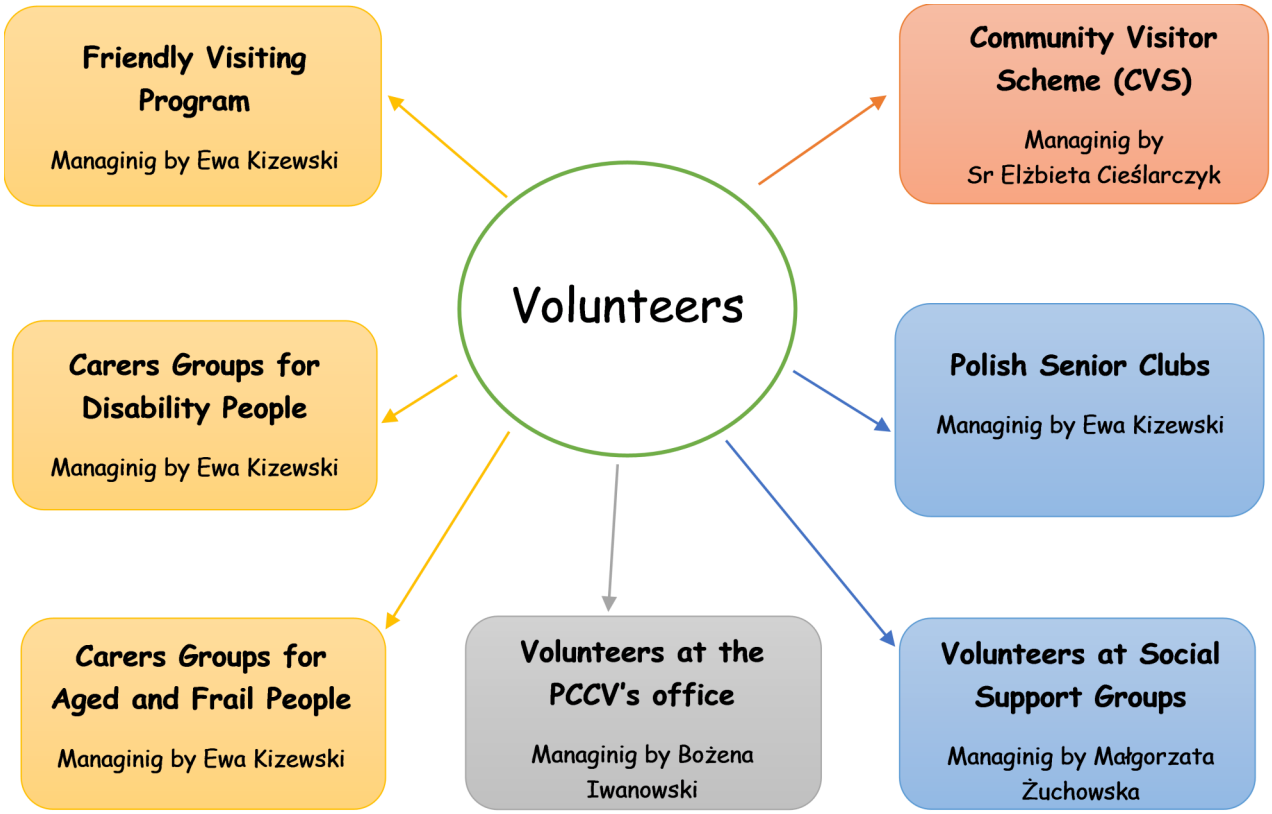
Tygodnik Polski
EST 1949
Polish Weekly
ISSN 1443-7473
SYDNEY • MELBOURNE • ADELAIDE • CANBERRA • BRISBANE • PERTH • HOBART • NEW ZEALAND

PORTAL POLONII
w Wiktorii
AU

Miniatura Theatre

20 Polish Seniors' Citizen Clubs in Victoria

OUR VOLUNTEERS



CHAIRPERSON'S REPORT

It is my absolute pleasure in providing this special note of thanks to all PolCare Staff, Volunteers and Management. To each one of you separately I would like to say THANK YOU for doing what you are doing best - supporting others in need.

Under these unprecedented times you have shown incredible resilience, bravery, and patience. We know that this pandemic is not entirely over yet, but 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.

As a Chair of the Board of Management of this incredible organisation I would like to also congratulate the CEO Mrs Bozena Iwanowski and thank her for "keeping it all together", adapting, guiding, improving, improvising, coming up with ideas and implementing them quickly. This agility makes a huge difference in constantly changing environment, government guidelines and situations.

ZOOM meetings (the new term we quickly embraced), will inevitably became "the new normal", maybe will help us to work faster, better, and futuristically, however nothing replaces face-to face interaction, the physical presence, laughter, handshakes and hugs. So, lets work towards "post COVID normal life", let's make our beautiful organisation better, bigger and even more responsive. The pandemic gave us a lesson none of us expected, lets learn from it embrace it, and move forward.

As the CEO Mrs Iwanowski has already provided detailed outline of all the important aspects of the operations in this financial year, I am just going to mention that what we have achieved this year is short of remarkable.

Congratulation Team!

Dr Sylwia Greda-Bogusz OAM
Chair of PolCare

CEO'S REPORT

Polish Community Care Services (PolCare) has had a very challenging but productive financial year 2019-2020, with all areas of our operation fully involved in the work of delivering vital and safe services to the Polish community, equally supported by passion and high quality.

The COVID-19 pandemic amplified the challenges and many inequities experienced by vulnerable members of our communities. To respond to the crisis, we immediately transformed our operations and mobilized to provide essential community programs , manage constantly changing DHHS directions, provide infection control training, purchase PPE equipment, distribute essential supplies, and roll out a virtual community social and training programs.

I would like to take a moment to appreciate our staff at PolCare, workers, volunteers and Board members who stepped up to the challenge in many remarkable ways to overcome the various challenges, to function as "normal" as possible.

In doing so we adapted to continue to ensure the safety of both our staff and clients by implementing all the relevant guidelines for infection control including mask wearing, physical distancing, hand washing/sanitising, daily health checks, temperature checks, designated spaces for everyone and access to relevant information. Our current environment and the need to maintain mask wearing, hand hygiene and physical distancing to protect the community is likely to be our method of operation for a long time to come.

In March 2020 we faced new challenges related to COVID-19 coronavirus pandemic:

- Additional risks – infection control training
- Preparation and implementation COVID Safe Plan for our organisation.

Additionally, all our Programs Policy and Procedures documents, were updated as a part of continuous quality improvement, preparing for forthcoming changes in our industry not only for- programs under the authority of PolCare but also HCP, CVS, and Palliative Care Program assigned to Polish Community Council. This operational structure works for us seamlessly, offering to us unique chances to service our community.

The strength of both allowed us to jointly purchase a property in Crib Point intended for Respite Care for Polish community, which has been fully renovated and refurbished to the highest standards required of such facility. This provide much needed respite services for polish community into the future.

The last four months of the financial year were a period of intense work and switching from normal work to remote work – the change from face-to-face meetings in working groups to virtual meetings.

CEO'S REPORT

Additional projects often required of us revolutionary and visionary approach in thinking to overcame challenges. New ideas and additional work, staff participation in new projects, additional ZOOM platform meetings on line not only caused, that our participants didn't suspend services but often asks for additional help and additional "ZOOM" time.

Our NDIS program has grown with number of participants, our experience in running it and the number of services offered to the public has increased exponentially.

The most important factor that has kept me motivated and enthusiastic through these challenging times is the support of the Board 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 our service during the 2019-2020:

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

We are also proud to acknowledge our numerous community partners:

- Eastern Districts Polish Association
- Albion Club
- Polish Association of Melbourne and Polana Camp
- White Eagle Club in Geelong
- Polish Charity Association in Ardeer
- Polish Weekly
- 20 Polish Senior Citizen Clubs in Victoria

This financial year as a CEO I have been responsible for operations of the following programs:

- Social System Development (Friendly Visiting Program & Telelink)
- HACC PYP U 65 Program
- Social Support Group
- Carers' Group
- IT Group
- NDIS Program
- Let's Get Active
- Women's Group
- Presidents of Polish Senior Citizens Clubs' Group
- Elder Abuse Educational Program

CEO'S REPORT

Polish Community Care Services (PCCS) assures that all our programs and services are of the highest quality and in 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.

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.

There has been so much in the news about our frontline workers and how amazing they have been in their work to support and keep people safe during the pandemic. I would like to add that the staff of PolCare are frontline workers too and they also are deserving the highest recognition. Everyday staff have fronted up to work despite their own fears and personal circumstances. They have continued to provide a safe environment and support for Polish community clients and participants under what can only be described as very difficult circumstances. With every new change and protocol introduced, they have adopted and worked within without any questions.

I am very proud of the dedicated team we have at PolCare but, this year I would sincerely like to thank each and every single team member for their resilience, support, and teamwork in keeping the Polish community safe and helping to keep Polcare stay in business.

It has been a marathon effort from everyone and whilst the pandemic is not over, we have settled into a "new normal". We continue to operate through the constant change whilst now planning for a post COVID future. We have been forced to look at everything and have been so agile to operate differently.

Our current environment and the need to maintain mask wearing, hand hygiene and physical distancing to protect the community is likely to be our method of operation for a long time to come – the new normal.

PolCare organisation is managed by a Board of Management consisting of six volunteers. I would like to thank the PolCare Board of Management, as a team, and each and every person separately who has served on the Board over the last year – thank you so much for all your support. Special thanks to the 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).

Bożena Iwanowski

PolCare CEO

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, 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 2019-2020 state the total income of $961,863, the total expenditures of $746,599 and the net profit of $215,264. The total equity balance sheet figure is reported as $320,017 and cash of $598,794 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

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 2020 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 2020 and the profit and loss and cash flows for the year ended 30th June 2020 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)
09 / 12 / 2020

SOCIAL SUPPORT GROUPS

Another magical year has passed and we continue to provide services at a high level for socially isolated aged people of a Polish speaking background. We offer a choice 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.

Throught this year we have had 135 clients participate in our SSG program, which ran over 11,800 hours.

From the end of March, the Social Support Group is running a modified program to keep people connected during COVID-19 restrictions.

PolCare

COVID-19
Videochat

SOCIAL SUPPORT GROUPS

10 staff

135 clients

11,874 hours

SOCIAL SUPPORT GROUP

- SSG ROWVILLE — 26 clients
- SSG BRUNSWICK — 18 clients
- SSG OAKLEIGH — 22 clients
- SSG RELAX — 24 clients
- SSG SPORT — 16 clients
- SSG ARDEER — 14 clients
- SSG DOVETON — 15 clients

COVID-19 Telelink

SOCIAL SUPPORT GROUPS

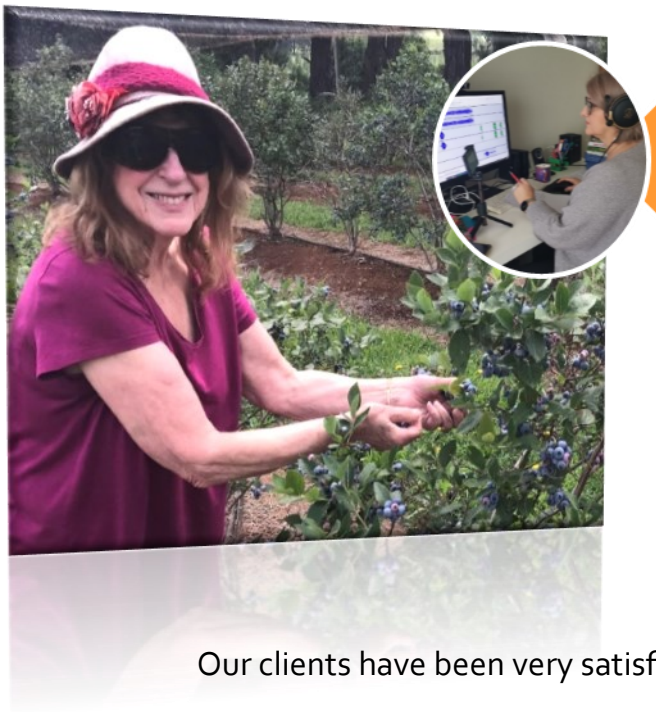
This year our activities included:

- Outings to: Blueberry Farm and lunch at the Barn Owl Café in Silvan, Melbourne Museum, AMAX, Yarra Valley Chocolaterie & Ice Creamery, Polish Camp "Polana" – Healesville, Vinery 'Melba', Williamstown, Multigenerational picnic at Rowville, Tesselaar Tulip Festival, Senior Day in Geelong, Jells Park, Bacchus Marsh, Respite House at Crib Point

- Bunnings craft workshops
- Morning Melodies with lunch: Manhattan Hotel at Ringwood, Roxburgh Park Hotel
- Around the World project: Hawaiian Day, Wild West Country Day
- Celebrating Cultural Connections Seniors Week at Lynbrook Community Centre Cultural
- Be Connected project
- Education and information sessions
- Exercises
- Celebration of religious occasions, cultural traditions and 25th anniversary of our SSG program

SOCIAL SUPPORT GROUPS

Unfortunately, in March our SSG clubs had to shut down due to the world coming to a halt because of Covid-19. We did not let this break our spirit and we quickly adapted to this new reality. 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, polish food and hygienic sanitizing packages, domestic assistance and a wellness and reablement newsletter that included current news about Covid-19 and physical and brain exercises.



COVID-19
Radio SBS & 3 ZZZ

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

"Without this club my life would be very boring"

"I cannot wait till next Thursday"

"It's a shame that this club is only once a week"

"I am very thankful that you have not forgotten us during this pandemic and have organized and delivered polish care packages to us"

SOCIAL SUPPORT GROUPS

I would like to thank our Executive Committee, Managers, Staff and Volunteers for their enthusiastic and tireless work. 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

International Volunteer Day – excursion to Melbourne museum and IMAX

In the **2019/2020** financial year, the **Service System Development Program** continues to provide services that help frail older people and younger persons with disabilities of Polish speaking background, for them to be more independent at home and the community, thereby enhancing quality of their life.

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

The program promotes self-esteem among clients by enabling them to use their skills and lifetime experience. With the support of 38 dedicated volunteers the Polish Community Care Services is able to have a positive impact on clients' lives. 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 (e.g. Seniors Picnic, Seniors Day, Poems Competition or Christmas Celebration).

'Your life assist' information session for volunteers

SERVICE SYSTEM DEVELOPMENT PROGRAM

Service System Development Program provides a range of services:

FRIENDLY VISITING PROGRAM

Polish-speaking and trained volunteers visit elderly people and younger people with disability at their homes. The program operates in all four Melbourne metropolitan areas. 26 clients were supported by 25 volunteers who spent 1789 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. Volunteers assist the lonely and isolated elderly and younger people with disabilities by visiting them regularly at home.

TELELINK

Is a form of teleconferencing where up to ten (9 clients plus coordinator) people chat together as a group. Telelink provides valuable social support, interaction and "phone friendship" for isolated older people. This year nine clients are linked every Tuesday for one hour. Every client spent 49 hours discussing various topics.

CARERS GROUP

Provides emotional support and counselling as well as education and development for 15 carers of Polish background. Every year we celebrate Carers Day in June, National Carers Week in October. Carers are also invited to all PCCV and PCCS celebrations.

KEYSBOROUGH TRANSPORT PROGRAM

Provides transport for eight clients to Keysborough Polish church and enabling clients to participate in the Polish mass every Sunday. Once a month, clients go to the Polish house "Syrena" in Rowville for lunch, having a social gathering. We have two volunteers in this program who play their role with great commitment. This year, eight seniors used transport to Keysborough for 50 Sundays.

Service System Development Program also covers community development and provides assistance to **20 Polish Seniors Clubs**. A lot of information has been disseminated in order to increase awareness and participation of Polish people in CHSP and HACC services. Information on healthy lifestyle and well-being is also included in the Wellness and Reablement letters that seniors are eager to read.

SERVICE SYSTEM DEVELOPMENT PROGRAM

LGBTI training

The meetings are organized for presidents of Polish Seniors Clubs, volunteers and carers every two months. They have opportunities to undertake trainings and exchange information, and experiences. They also spend social time together.

This year clients, carers and volunteers participated in the following annual events:

- 25 of anniversary of the SSG
- XXX Seniors Day in Geelong
- XXI Seniors Poetry Competition
- International Volunteer Day – excursion to Melbourne Museum and IMAX
- Christmas Celebration

XXI Seniors Competition - Rewarding senior poets

SERVICE SYSTEM DEVELOPMENT PROGRAM

Unfortunately, due to the COVID-19 pandemic, we had to give up the celebration of Senior Picnic and National Volunteer Week (18-24 May). We have prepared packages and diploma for the Volunteers to thank them for their wonderful and selfless work.

We have also prepared packages for clients and carers to help them in such a difficult time.

Moreover, we were unable to meet and we organized online trainings for volunteers after March. Volunteers called clients as often as possible instead of visiting them and provide them with emotional support/ friendship.

On the occasion of the National Week of Volunteers, delivery of packages and diplomas to volunteers in thanks for their outstanding work

Not only joint planning of meetings, trainings, excursions, as well as preparing packages for our beloved volunteers

SERVICE SYSTEM DEVELOPMENT PROGRAM

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 also like to thank our clients and their families/carers for input they have in Service System Development Program.

I would like to thank our Executive Committee, managers and all staff of the PCCS and PCCV for their cooperation and support.

Ewa Kizewski

Service System Development Program Coordinator

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

Since 2018, PolCare has been a successful NDIS provider and this year is no exception.

It has been another active year for the NDIS disability support program at PolCare and we are proud to support a growing number of participants.

PolCare services support and assist NDIS participants in a culturally appropriate manner by:

- Encouraging independence, social activity and economic participation;
- Developing skills and capability so that participants may participate in community;
- Educating participants so that they may exercise choice over their services, and in a manner that will assist them reach their goals.

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

- Individualised plan management;
- Support coordination;
- Group and centre based activities;
- Access to community, social and recreational activities (Participate Community);
- Assistance with self-care and personal activities;
- Household tasks;
- Assistance with travel/transport;
- Respite.

The key achievements for this year include:

- Promoting culturally appropriate NDIS program for Culturally and Linguistically Diverse (CALD) communities;
- Conducting PolCare fundraising events;
- Delivery essential COVID-19 food packs and safety hygiene packs to participants;
- Providing culturally appropriate services by bilingual workers;
- Linking participants to therapeutic services to help achieve life goals;
- Representation at the NDIS Expo at the Exhibition Centre.

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

Despite the above services continuing to run all year around, there have been modifications from mid-March 2020 in response to the global pandemic. These modifications observe and implement the direction from the Ministry of Health and the Department of Health and Human Services (DHHS).

A decision was made that all community-based activities and events as well as other face-to-face information sessions were suspended from the middle of March 2020. Now, PolCare NDIS services offers alternate models of support to participants and families in a safe manner that observe government regulations. To elaborate, PolCare:

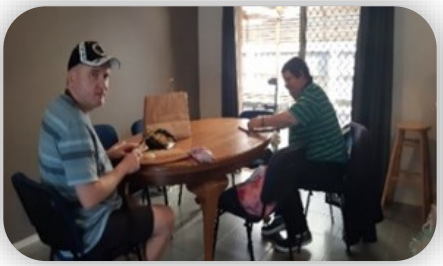
- At all times, maintains the necessary social distancing and hygiene measures (including vigilant disinfecting and use of personal protective equipment (PPE)).
- Continues to provide individualised support at a participant's home, such as personal care, home care (increased cleaning services) and assistance with shopping, meal preparation or meals on wheels options. Where appropriate, 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.
- Provides support via virtual delivery where appropriate. For example, we offer basic electronic devices to participants, for access to Telehealth, and online activities to help combat any social isolation.

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

Furthermore, PolCare implemented the following strategies to control the transmission of infection:

- Staff undertook online COVID-19 training and other related refresher training on respiratory etiquette and hand hygiene practices;
- Additional cleaning products, masks, disinfectant gel, protective equipment was provided to staff and participants;
- Additional environmental cleaning, particularly for frequently touched surfaces and proper waste management has been implemented;
- Where possible, continued in-home supports and shared care planning to minimise the risks.

PolCare continues to observe and keep up-to-date with all government regulations by working collaboratively with partners, stakeholders and the community. This ensures we gain and share knowledge to best address 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 and choosing Polcare as their NDIS support provider.

I also would like to thank Bozena Iwanowski Polcare CEO, Committee of Management, staff and volunteers for their dedication and support.

Katarzyna Mistarz
NDIS Support Coordinator

CALENDAR OF EVENTS

Christmas in July for carers and clients

JULY 2019

NDIS excursion

Google Earth & Emoji activities

AUGUST 2019

SEPTEMBER 2019

Blueberries harvesting

Bonfire with sausages

CALENDAR OF EVENTS

OCTOBER 2019

30th Seniors' Day in Polish House in Geelong

25th anniversary of SSG program

Gambling Harm Awareness Week 2019

1st Cross-generation Picnic

Get Online Week 2019

CALENDAR OF EVENTS

NOVEMBER 2019

Seniors & Disability EXPO

DECEMBER 2019

Christmas Party in Polish House in Rowville

Christmas Party in Polish Club in Albion

CALENDAR OF EVENTS

JANUARY

2020

Folk cut-out activity

Shrove Tuesday

FEBRUARY

2020

IT support days for seniors

Training for volunteers 'Your life Talks'

CALENDAR OF EVENTS

MARCH

2020

SSG Oakleigh in Yarra Glen Chocolaterie

SSG Rowville RELAX in Polana Camp

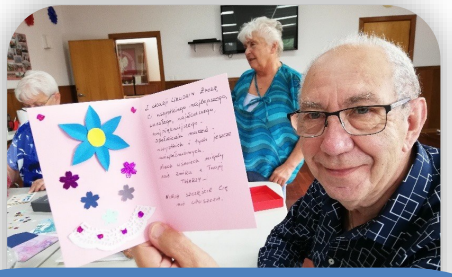
SSG Rowville SPORT in Melba Vinery

SSG Brunswick in Melbourne Meseum

SSG Ardeer in Williamstown the Strand

CALENDAR OF EVENTS

SSG's meetings online



Birthday cards activity

Art workshops with Bunnings

Magic shows with the magician Kacper

Easter packages for seniors

APRIL

2020

Easter competition for seniors

CALENDAR OF EVENTS

MAY 2020

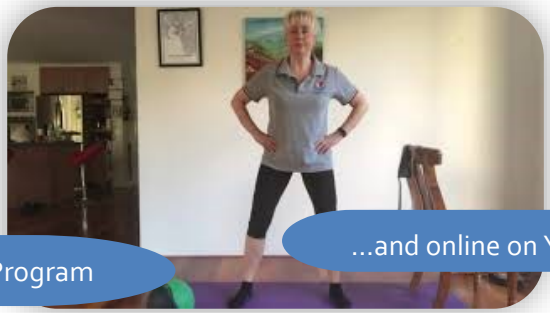
Celebration of the Volunteer Week

Broadcasts for Polish seniors on SBS radio & 3ZZZ radio

JUNE 2020

Face to face...

Sport activities for seniors within 'Let's Get Active' Program



...and online on YouTube

Polish Community Care Services Inc. **PolCare**

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info@polcare.org.au

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Oakleigh VIC 3166

www.polcare.com.au

www.facebook.com/POLCARE