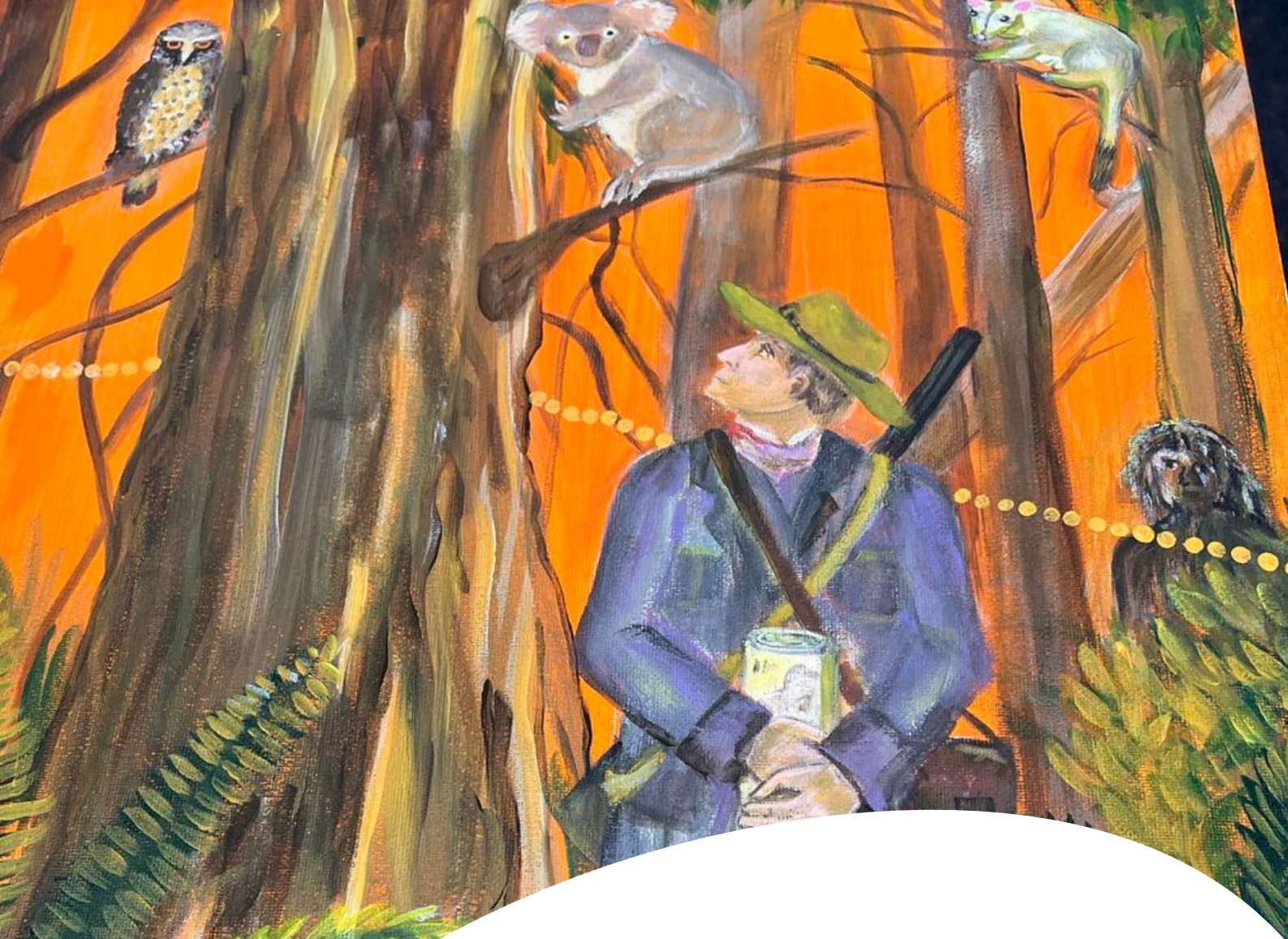




Annual Report

2022/2023





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Art work in the category of seniors 60+ submitted to the competition 'Paweł Edmund Strzelecki – podróżnik, badacz, filantrop'. Author: Aleksandra Żabińska



CBR Highett's performance during the 31st Seniors' Day at the John Paul II Polish House in Ardeer, October 19, 2022



About PolCare

Caring with a heart

Polish Community Care Services Inc. provides quality, culturally sensitive community care. We specialise in caring for people from Polish background. With our support the elderly and the disabled can live well and actively in their own home.

Our Purposes

Our purpose is to positively influence the lives of the 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 the 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; and
- integrity, high ethical standards and accountability.

Polish Community Care Services Inc. is registered with the Aged & Community Care Providers Association (ACCPA), Ethnic Communities Council of Victoria (ECCV), Volunteering Victoria, Carers Victoria, Palliative Care Victoria and Polish Community Council of Australia (PCCA).

Executive Committee



Dr Sylwia Greda-Boğusz OAM
Chair



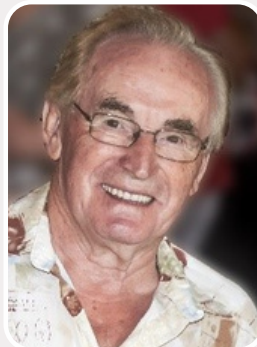
Dr Edyta Różycki
Deputy Chair



Grażyna Galas
Honorary Treasurer



Lidia Witko
Secretary



Edward Biały
Member



Janina Mazurek
Member



*Bożena Iwanowski's OAM celebration. A part of the PCCS's team:
L to R: Grażyna Galas, Lidia Witko, Bożena Iwanowski OAM, Dr Sylwia
Greda-Boğusz OAM, Dr Edyta Różycki. Mount Waverley, April 14, 2023*

Polish Community
Council
of Victoria Inc.



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www.pccv.org

Polish Community
Care Services
Incorporated



PolCare

PCCS Annual Report 2022/2023
www.polcare.org.au

Suite 305, 3 Chester Street

PolCare Bureau



Bożena Iwanowski OAM
Chef Executive Officer



Marzena Wroniszewska
Chef Operating Officer



Małgorzata Żuchowska
Care Services Manager/
CHSP Groups & Respite



Mariola Brewińska
Care Services Manager
– CHSP Entry Level



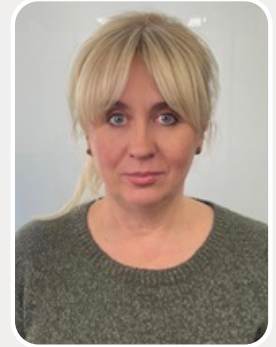
Aleksandra Waryszewska
Quality and Safety
Manager



Jidennaja Harrison
HR Manager



Ewa Kizewski
SSI and SSD
Coordinator



Barbara Bailouni
Respite Coordinator



Katarzyna Mistarz
NDIS Coordinator



Katarzyna Kaczmarek
Domestic Assistance
Coordinator



Barbara Rybarczyk
Transport & Meals
Coordinator



Beata Jochim
Admin Support to
CHSP

Our **Volunteers**



Friendly
Visiting
Program

Community
Visiting
Scheme

SSI &
Groups

Meals &
Transport

Seniors'
Clubs'
Presidents

PCCS's
Executive
Committees



*Celebration of the National Volunteer Week
with the PCCV and PCCS volunteers.
Mount Waverley, June 15, 2023*



Our Supporters & Partners



The Polish Community Care Services proudly acknowledges the support of the following organisations for their invaluable assistance and contribution towards the ongoing development of the service and the Polish community it serves in 2022–2023:

- Department of Health
- Department of Social Services
- Ethnic Community Council of Victoria
- Seniors Right Victoria
- Carers Victoria
- Palliative Care Victoria
- City of Monash
- City of Brimbank
- City of Greater Dandenong
- City of Casey
- Australian-Croatian Community Services
- Victorian Multicultural Commission
- Australian Society of Polish Jews and Their Descendants
- Consulate General of the Republic of Poland in Sydney

We are honoured to recognise our numerous community partners:

- Syrena Polish House in Rowville (Eastern Districts Polish Association)
- Albion Polish Club (Polish Community and Sporting Centre in Albion)
- White Eagle House in Geelong (Polish Community Association in Geelong)
- John Paul II Polish House in Ardeer (Sunshine Polish Charity Association in Ardeer)
- The Polish Weekly
- 17 Polish Seniors' Citizen Clubs in Victoria
- Polish Educational Society in Victoria



Report from the Chair

This report celebrates the year 2022/2023 as a year in which PolCare Inc has gone through a significant transformation as an organisation with the view of building a sustainable and strong organisation which will serve our community for many years to come.

We have moved to our new, spacious, and well-equipped office, in Mt Waverley, without missing a beat in providing services and care to our clients. On this occasion, I wish to acknowledge everyone who assisted in this move and thank them for their support.

I wish to also acknowledge every person who makes this organisation strong, resilient, viable, and relevant to the needs of our community and sincerely thank them for their hard work every day: the various Program Management Staff and their Teams – thank you for everything you do, you are the most wonderful and hardworking people, our Volunteers – my sincere gratitude, you are all simply amazing, and of course our Information Technology team for keeping us “online” and working.

To the Operational Management, thank you for your dedication and ongoing support of this great organisation guided by the skilful

leadership of the Chief Executive Officer, Mrs Bozena Iwanowski OAM, who this year on Australia Day 2023, was honoured with a well-deserved award, The Medal of the Order of Australia. This award acknowledged her hard work and enormous contribution to the Polish Community in Victoria. She is unquestionably admirable with her ability to respond to all the requirements and needs of our community. Congratulations once again. A big thank you to Ms Marzena Wroniszewska, the Chief Financial Officer for keeping it all in order, a job well done indeed.

To all Polish Clubs, Organisations and Associations, you are a wonderful support, and we are proud to be working with you. Likewise, to many organisations and our stakeholders outside of the Polish Community, we thank you for your ongoing commitment to our community and for the support of our organisation.

The Seniors' Picnic at Syrena Polish House in Rowville, March 22, 2023. L to R: Dr Sylwia Greda-Bogusz OAM, Bożena Iwanowski OAM, Teresa Koronczewski, Danuta Markiewicz, Dr Andrzej Markiewicz (by Ola Spring)



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

We are continuing to be very busy, and this year was no different. As always, our specific language and cultural care services are highly regarded and valued by our community. We are growing exponentially in provision of services and care as well as in the numbers of clients we serve.

Like all the previous years, (at least the last three), the difficult times are not over just yet, especially for the elderly, sick and lonely people who are tired by the ongoing and unpredictable circumstances of various iterations of Covid-19 which are still doing their rounds. As much as we enjoy the freedom from restrictions, we still need to be vigilant and prepared to act accordingly to safeguard our clients and staff. As a result of a few years of experience with the pandemic we have built resilience and readiness, and the ability to deal with any new challenges.

Looking at the past year we did some amazing things:

- Continue to manage risks exceptionally well.
- Become stronger when working under pressure and working together as a Team.

- Managing extremely well all aspects of our Human Resources and seeing growth as staff taking up challenges by stepping up to new roles.
- Monitored the government requirements and implemented all necessary changes immediately.
- Responding to Audits and receiving great feedback for collective work.
- Providing more services to our NDIS clients including respite services, and daily care services in our respite Rose House in Crib Point, receiving favourable feedback but also ideas for improving as part of our ongoing commitment to the continuous improvement cycle.

We have once again, passed all scheduled and not scheduled ad hoc departmental and government audits. Congratulations to all our teams and managers for your hard work.

Thank you, to the entire team, for all your hard work and dedication and your continuous support of this great organisation. We are growing from strength to strength, and I am proud to be part of this organisation and its' incredible progress.

On behalf of the Board

Dr Sylwia Greda-Bogusz OAM

Chair of the PolCare



Report from the CEO

We are pleased to present the Annual Report 2022/23 of the Polish Community Care Services Inc.

Guided by our Strategic Plan, we remain driven and focused on the PCCS as a provider of choice for culturally tailored services that sustain and nurture individuals, promote Polish community well-being and, celebrate diversity. Polcare encountered significant operational and strategic challenges over the last twelve months, some of which included:

- Implementation of governance training for committee members
- Ongoing operational challenges like staff recruitment
- Making improvements to our Lookout software.

We maintain our membership with the Aged & Community Care Providers Association (ACCPA), the national association for providers of age services across residential care, home, and community care. I would like to thank everyone in our Polcare family for another remarkable year of conquering challenges. Not only did we navigate a changing national aged care landscape, but we also managed several organisational changes.

In 2023, after many years of renting office space, we moved into our own office, co-owned with the bank, providing us with spacious workplace. We now have dedicated space for training, volunteer meetings, and have initiated renovations,

including plans to install an elevator. Additionally, plans are underway to adapt the ground floor for group classes and a commercial kitchen.

Increasing the number of clients and hiring more employees in the context of new programs like personal care posed challenges. We aim to introduce much-needed programs such as maintenance and gardening.

The board and senior management demonstrated competence in collaboration throughout the year. During this reporting period, I am also very pleased to have been awarded the Medal of the Order of Australia for my service to the Polish community.

I extend my sincere thanks all people who guided, supported, and assisted me over the years. To the Polcare Board of Management, each member, past and present, thank you for your unwavering support and encouragement. A special appreciation goes to Chair of the Board Dr Sylwia Greda-Bogusz. To the Polish Community Care Services (PCCS) team of staff and volunteers, thank you for working together establishing and upholding professional values and standards at PCCS.

Bożena Iwanowski OAM
PolCare CEO

Independent Auditor's Report

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF POLISH COMMUNITY CARE SERVICES INC

I have audited the attached financial reports, being a special purpose report of POLISH COMMUNITY CARE SERVICES INC, which comprise the Balance Sheet, the Profit and Loss Statement and the Cash Flow Statement and to forming part of the financial statements for the year ended 30th June 2023.

The Association's Committee is responsible for the financial statements. I have conducted an independent audit of these financial statements in order to express an opinion on them to the members of the Association.

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 2023 and the profit and cash flows for the year ended 30th June 2023 and
 - (ii) in accordance with the provisions of the Association Incorporation Reform Act 2012.
- (b) In accordance with applicable Accounting Standards and other mandatory professional reporting requirements.



BRUCE T. HYDON
Chartered Accountant
Registered Company Auditor (7998)
8th December 2023



Report from the **Treasurer**

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

PCCS Inc. has been funded by grants and subsidies from Government Departments, clients' contribution, membership fees and fundraising activities with the most significant grants received from Commonwealth and State Departments of Health, DHHS and Department of Premier Cabinet.

In accordance with the auditor's report, the financial figures for the reporting year 2022-2023 state the total income of \$3,202,458.00, the total expenditures of \$2,746,203.00 and the net profit of \$456,255.00.

The total equity balance sheet figure is reported as \$2,644,674.00 and cash of \$657,405.00 available on hand.

I would like to express my deepest thanks to all colleagues from the Board of Management and our staff for their support in the tasks associated with the services and events provided by PCCS Inc.

Grażyna Galas
Honorary Treasurer



Report from the **CHSP Groups & Respite**

This year has been another successful and fulfilling year for the CHSP Social Support Group program.

Throughout 2022-2023 we remained committed to providing vital support to our community, fostering social connections, and making a positive impact on the lives of those that we support.

At Polcare, our mission is to create a safe and inclusive environment where individuals can find emotional, psychological, and practical support. We aim to reduce isolation, enhance wellbeing, and foster a sense of community belonging in our members.

Our Social Support Groups served as safe spaces for individuals facing various challenges, such as loneliness, grief, and stress.

Participants reported that our program improved their sense of belonging and provided them with a much-needed opportunity to connect with others who shared similar life experiences.

This year, over 188 clients took part in the SSG programs which ran for 28,655 hours. We provided our clients from SSG Rowville, Brunswick and Oakleigh, with transport to and from the SSG venues by taxi. Our SSGs were led by 10 staff members and 9 volunteers. We also offered practical placements for students engaged in Aged Care studies. All our workers took pride and care to deliver professional services to our clients.





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

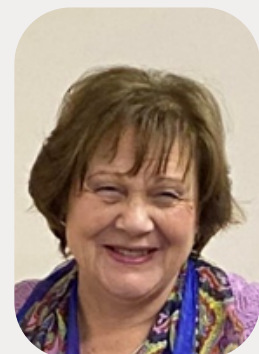
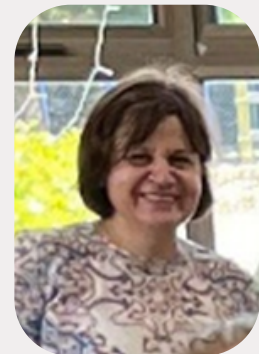


staff members

10

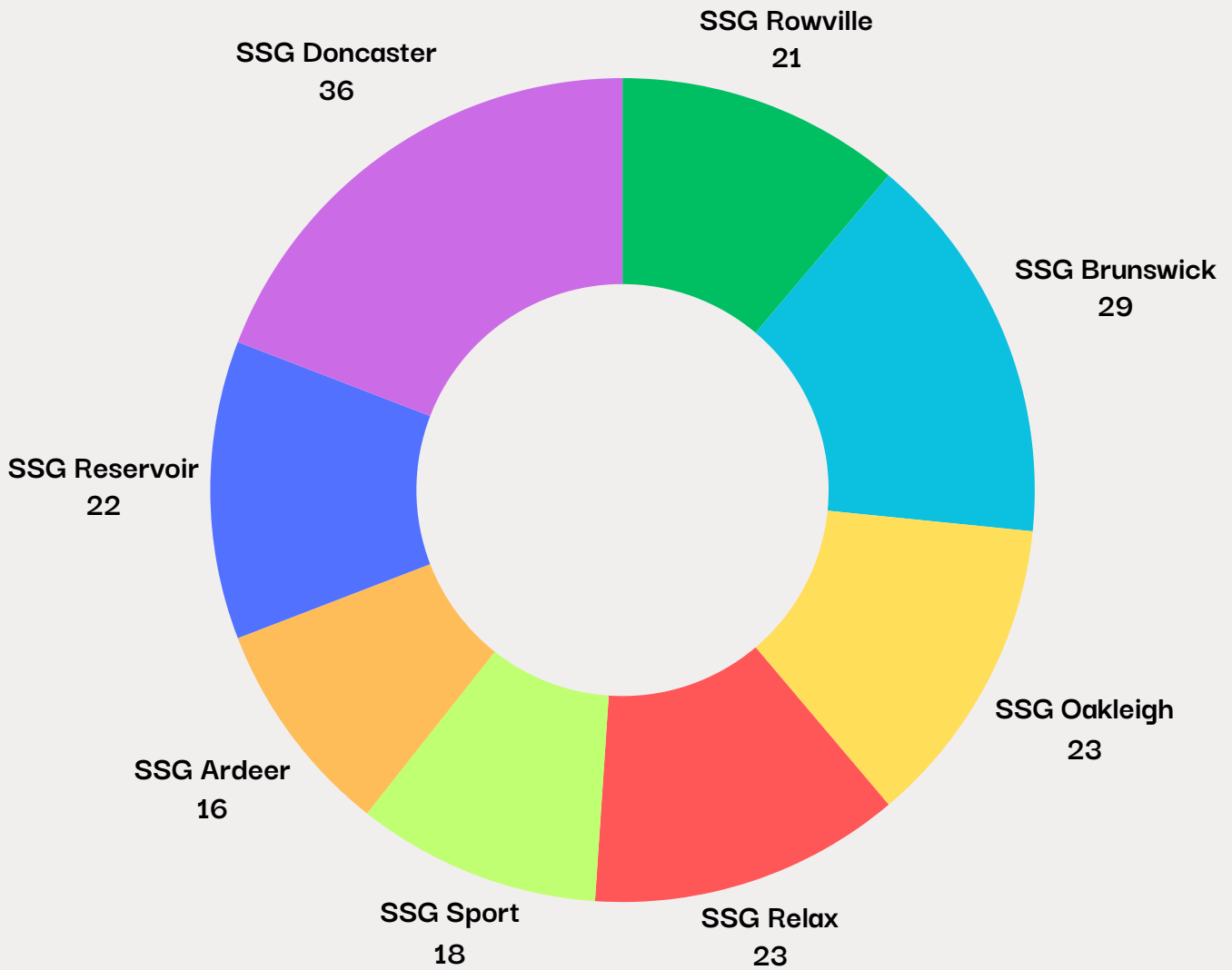
volunteers

9





Our achievements are a source of pride for our staff and our organization. Each year, we continue striving to deliver the high quality of service that PCCS is known for.



8	28 655	20 125	188
Social Support Groups	Hours	DEX Hours	Clients

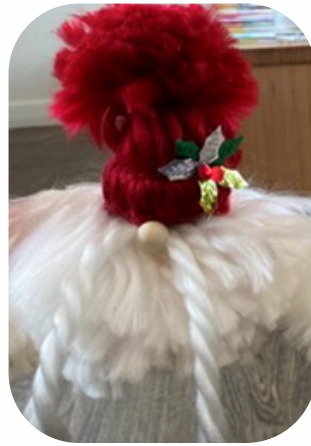


After hours we kept our clients very busy in various ways: telephone welfare checks, Telelink, weekly Polish broadcasts on SBS radio and a monthly broadcast on Radio 3ZZZ.

Throughout the year, we organized a variety of activities and programs designed to meet the diverse needs of our community:

- Weekly support group meetings
- Celebration of 104th anniversary of Poland regaining Independence, 78th anniversary of the Warsaw uprising, XXXI Senior's Day in Ardeer, Senior's Picnic at Syrena House in Rowville, Melbourne Cup, Christmas, Easter
- Outings to: Hastings Pier, Respite House 'Under the Rose' at Crib Point, Blueberry Farm and lunch at the Barn Owl Café in Silvan, Blue Lotus Water Garden at Yarra Junction, Werribee Open Range Zoo
- Presentation from Hearing Australia with hearing checks for participants
- Morning Melodies 'What's new pussycat?' and Christmas in July with lunch at Roxburgh Park Hotel, Christmas Melodies, Mother's Day at Braybrook Hotel, Village Green Mulgrave lunch, Hallam Hotel, Manhattan Hotel Ringwood, Ladies Oaks Day at Rosstown Hotel
- Be Connected and Get Online Week project
- Education and information sessions
- Exercise
- Celebration of religious occasions and cultural traditions
- Telelink







I would like to express my heartfelt gratitude to the Executive Committee, Managers, Staff, our clients and their families, carers and volunteers, who contributed to the success of the Social Support Group program in 2022-2023. Your unwavering support has made a significant difference in the lives of countless individuals.

Małgorzata Żuchowska
Care Services Manager/
CHSP Groups & Respite





Report from the **Respite**

Welcome to the Annual Report of the 2022-2023 accomplishment of the Respite (Flexible Respite and Centre Based Respite).

The report highlights our dedication to provide vital support to individuals within our community and making a positive impact on their lives.

Our mission is to create a safe and inclusive environment where individuals can find emotional and practical support. Our goals include reducing isolation, enhancing well-being and promoting a sense of belonging among our members.

Our Flexible Respite clients from CHSP and HCP stayed overnight and during the day at Rose House in Crib Point where they received the best care from our staff members.





Centre Based Respite groups provide care for our Polish clients so their carers can have a break. This year we successfully lunch a new group in Highett on Tuesdays – CBR Highett 2. Three Centre Based Respite groups attends 66 clients with 6 staff members and 1 volunteer.

We offered various activities options to our CBR clients to meet their individual needs. All our staff members took pride and care in delivering professional service to our CBR clients. Our clients were participating in different activities:

- Weekly support group meetings
- Celebration of 104th anniversary of Poland regaining Independence, 78th anniversary of the Warsaw Uprising, XXXI Senior's Day in Ardeer, Senior's Picnic at Syrena House in Rowville, Melbourne Cup, Christmas, Easter
- Outings to: Hastings Pier, Respite House 'Rose House at Crib Point, Blueberry Farm and lunch at the Barn Owl Café in Silvan, Blue Lotus Water Garden at Yarra Junction, Rosstown Hotel Lunch, Ferry to French Island, Mother's Day Lunch, Morning Melodies Art Center & Kingston Art Centre
- Presentation from Hearing Australia with hearing checks for participants
- Education and information sessions
- Exercise

3

Centre Based
Respite
Groups

66

clients

6

staff
members

1

volunteer



2 700

Flexible Respite
DEX Hours

6 017

Centre Based
Respite Groups
DEX Hours

Our CBR group's activities were promoting active living, positive ageing, and wellbeing. Below CBR group Highett enjoying weekly meets at the centre and during outings.



I'm very proud of the fantastic work our Respite staff have been doing to contribute to successful year.

I would like to thank our Executive Committee, our Managers, and all Staff and Volunteers for their dedication and hard work. As well to thank our clients and their families for their continues support towards our organization.

Barbara Bailouni
Respite Coordinator
(Flexible Respite, Center Based Respite)



Report from the **Service System Development, CHSP – Social Support Individual Program, HACCC Program**

In the 2022/2023 the **Service System Development Program** continues to provide services that help frail older people 65+ (CHSP). The goal of the program helps elderly, isolated people of Polish speaking background to sustain their independence and create opportunities for social interaction.

Service System Development Program provides:

- Disseminating information about the CHSP, health information, current situation and future Aged Care Reforms, regulations in the Polish language to clients, presidents of Polish Senior Citizens Clubs, volunteers and carers
- Delivery of community events: Senior's Day, National Volunteers' Week, Senior's Picnic and International Volunteers Day

- Polish Community Care Services enjoys great support from 70 volunteers who not only contribute to below programs, but also help in transport, administrative work, organizing celebrations for our clients and their carers
- Developing and disseminating information on the CHSP and its interaction with the broader aged care system including promoting social networks amongst community members and ethnic networks. Providing a supportive, engaging and welcoming environment for older people in the local community that encourages participation, prevents social isolation and builds connections with the broader community to support healthy ageing.
- Service System Development Program also covers community development and provides assistance to 15 Polish Senior Citizens Clubs. A lot of information has been disseminated in order to increase awareness and participation of Polish people in CHSP.



International Volunteer Day

On Thursday, November 24, 2022, we thanked all the volunteers from the Polish Community Council of Victoria and the Polish Community Care Services "PolCare". We invited volunteers for a trip to Sorrento. The volunteers were awarded with a symbolic Polish flowers and diplomas to thank them for the kindness, warmth and serenity.



National Volunteer Week

On Friday, June 23, 2023, on the occasion of the National Volunteer Week, we thanked all the volunteers from the PCCV and PCCS for their selfless and invaluable work. 50 volunteers came to the Bunjil Place Cultural Center at Casey for a concert by "Jersey Boys" star Bobby Fox.





Every year PCCV and PCCS celebrate:

XXXI Seniors' Day

The Annual Congress of Polish Seniors was held on 19th of October 2022 at the Polish House John Paul II. 350 seniors and guests attended that day from across Victoria.

Polish Seniors' Picnic

The Annual Polish Picnic took place on 22nd March 2023 at Polish House "Syrena" in Rowville. It attracted 300 seniors and guests and promoted Cultural Diversity Week.

XXIV Polish Seniors' Poems Competition

Many excellent poems written by our seniors were entered into the competition. Results of the XXIV Polish Seniors Poems Competition were announced in March 2023 during the Seniors' Picnic in Rowville.





CHSP – Social Support Individual Program

The objective of the SSI program is to assist frail older people to participate in community life and feel socially included through meeting their need for social contact and company.

This year 38 clients have received the following services: visiting, accompanied shopping and Telelink. 29 Personal Care Workers provided 2070 hours of support and assistance with shopping to the elderly consumers.

Telelink - nine seniors were linked by phone every Tuesday for one hour. They spent time together establishing new contacts and even friendship which provides valuable social support, interaction for isolated aged people.

38

clients

29

Personal Care
Workers

2 070

hours

The HACC Program

Under the Friendly Visiting Program – the group of dedicated volunteers help frail older people (below 65) and younger people with disabilities continue to live in the community.

Dear Volunteers, I have an honour to work with great people. Thank you so much for generously donating your time and talent. Your volunteer work makes such a difference in the lives of our clients and their families/carers. Thank you so much for your dedication and commitment.

I would like to thank our Executive Committee, Managers, and Staff for their cooperation and support.

Ewa Kizewski

SSI/SSD Coordinator



Report from the Commonwealth Home Support Programme

Polish Community Care Services Inc. is supported by the Commonwealth Department of Health and Aged Care to deliver Commonwealth Home Support Program services (CHSP) and Home Care Packages (HCP) to people of different cultural backgrounds.

We are also currently expanding our services to the Northern metro area.

The CHSP team is responsible for developing support plans, service plans and care agreements for each of our clients. Staff make regular contact with our clients so that they can stay up to date with the client's changing needs and enable the client to live independently in their home for as long as possible.

Under the Commonwealth Home Support Program, we assist our clients with a range of daily living tasks, including:

- Personal Care - bathing, showering and dressing
- Meals - Polish meals delivered all over Melbourne, three times a week (approx. 600 meals per week)
- Domestic assistance - daily housekeeping tasks, vacuuming, dusting, cleaning kitchen, bedrooms, and bathrooms. We support approximately 50 clients in the south-eastern suburbs of Melbourne
- Social Support Individual (SSI) - transport and assistance with shopping and social activities. Under this program, care staff visit 30 people each week
- Transport - we provide around 200 vouchers monthly



Personal
Care



Polish
meals



Domestic
assistance



Transport &
assistance with
shopping



Taxi
vouchers



We provide quality and safe services



We are passionate about helping people



We are open and honest



We are a dynamic, inclusive, and collaborative organisation

We also operate in the Gippsland and Mornington area, where we support around 20 clients.

Our support workers speak various languages and, where possible, we try to provide clients with workers who can meet their cultural and language preferences.

All support workers are adequately trained, supported, and supervised. They are required to wear their PCCS identification badges.



Support workers make progress notes to document how clients are progressing towards their individual care plan goals.

Home support managers are responsible for making sure that clients are happy with the services we provide. Clients receive regular monthly invoices.

PCCS works closely with other community care services.

I would like to thank our Executive Committee, HCP Managers, and Staff for their dedicated work, cooperation and support.

Mariola Brewńska

Care Services Manager – CHSP Entry Level



Report from the National Disability Insurance Scheme

It has been another active and challenging year in the NDIS disability support program at PolCare.

PolCare’s culturally appropriate services for NDIS participants:

- Support the independence, and social and economic participation,
- Support participants to develop the skills and capacity to participate in the community,
- Enable participants to exercise choice and control over the services they access to reach their goals.

PolCare is a registered National Disability Insurance Scheme (NDIS) provider since 2018.

During the financial year 2022-2023, we have been proud to support a growing number of participants, both English speaking and non-English-speaking participants.

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

- Plan Management
- Support Coordination
- Group and Centre Based Activities
- Access to community, social and recreational activities (Community Participation)
- Assistance with Self-Care (Daily Personal Activities)
- Household tasks
- Assistance with Travel/Transport
- Registered Nurse support, home visit
- Meal’s delivery
- Gardening services
- Respite
- Men’s Shed – Crib Point Respite/ Cottage House



Cert IV and III Graduates



Rewia Diisney on ice



Photo 1: Lucyna stayed at Crib Point for over 3 weeks. Photo 2: Lucyna working with a Physiotherapist via NDIS funding. Photo 3: Lucyna's new bathroom renovated via NDIS funding.

Key achievements:

- Promoting a culturally appropriate NDIS program for CALD communities.
- Conducting Polcare fundraising events.
- Conducting Cert IV in disability for our current staff to improve their skills and qualifications.
- Providing culturally appropriate services by bilingual workers.
- Linking participants to therapeutic services to help achieve them their life goals.
- Continuing to improve the “The Rose Cottage Respite House” where every second week our participants meet for activities, the “Men’s group” and home cooked lunch.

The last financial year continued to be very challenging due to the COVID-19 pandemic and specific restrictions in the state of Victoria, however most of the restriction were eased and we were able to go back to pre-Covid activities and services. Polcare continued to follow direction from the Australian Department of Health and Aged Care and the Department of Health and Human Services Victoria.

PolCare is offering a wide range of NDIS services to our participants and families, whilst maintaining the necessary social distancing and hygiene. This incorporates vigilant disinfecting and use of PPE to ensure safety, including:

Individualised support in participant’s home –

We have continued providing essential services such as personal care, home care (increased cleaning services) and assistance with shopping, meal preparation or meals on wheels options. Staff may run essential errands for/with participants and carers such as to attend appointments, go to the chemist, grocery shopping, get a take-away lunch within the local area and go to a park for a walk (which is seen to be essential for mental health and well-being).

Support via virtual delivery. – We continued

offering to purchase basic electronic devices to Participants, for access to Telehealth, and online activities to help with combating social isolation.





Photo 1: Our participants having fun at a disco! Photo 2: Ballarat Conference/Camp. Gold mine, Light and sound show. Photo 3: Working together at the Mens Shed, Crib Point. Photo 4: Enjoying home cooked lunch and lovely company at Crib Point.

PolCare implemented the following strategies to control infection transmission:

- Provided information about online Covid-19 training course and refreshers to all staff on respiratory etiquette and hand hygiene practices.
- Provided extra cleaning products, masks, disinfectant gel, protective equipment was provided to staff and Participants as required.
- Conducted routine environmental cleaning, particularly for frequently touched surfaces and proper waste management.
- We continued in-home supports and shared care planning to minimise the risks.

PolCare continues to work collaboratively with participants, 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.

The NDIS Program also went through recent mid-term Audit on the 25/05/2023, with no non-conformities.

This showed that Polcare's processes have been performed as planned and in accordance with NDIS standards and requirements. Participants and staff provided us with positive feedback.

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 would also like to thank our wonderful Disability Support Workers, who have been continuing to provide exceptional, individualised care and support to our participants, especially during the challenging times of the COVID-19 pandemic.

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

Katarzyna Mistarz
NDIS Coordinator

Event Highlights

Christmas in July

SSG and CBR Groups enjoyed dancing and singing at the Christmas Morning Melodies 'What's New Pussycat' at Roxburgh Park Hotel.



Polish meals for clients

In July 2022, the PCCS delivered packages with Polish meals to its clients (mostly seniors and people with disability). Through this initiative we were also able to support local Polish businesses who provided the bread, smallgoods, cakes, preserves and more, that were included in each package.

Anniversaries of the Warsaw Uprising and World War II

Special activities were conducted during SSG and CBR group meetings to commemorate the 78th anniversary of the Warsaw Uprising and the 83rd anniversary of the outbreak of World War II.



Dance Up! Australia

Polish Community Care Services and Lowicz Polish Vocal-Dance ensemble co-organised 10 weeks of Polish dance workshops as part of the 'Dance Up! Australia' project run by the Southern Migrant and Refugee Centre. Workshops were available from September to November 2022.

31st Seniors' Day

Our 31st annual Seniors' Day event was held on the 19th October 2022 at John Paul Polish House in Ardeer. Four senior groups performed during the event. The stars of the evening were Polish opera singers – soprano Małgorzata Kustosik and tenor Marcin Drzażdżyński.



Photo 1 – Zespół 'Rytm' from Rowville Seniors' Club

Photo 2 – Top row (L to R): Teresa Koronczewski, Marcin Drzażdżyński, Małgorzata Kustosik, Monika Krajewski, Fr Tadeusz Rostworowski SJ; Bottom row (L to R): Kazimierz Grzesiak OAM, Jan Kutypa, Elżbieta Dziedzic, Dr Sylvia Greda-Bogusz OAM, Bożena Iwanowski, Fr Marian Szeptak SChr

(by Ola Spring / PCCS)



SSG Reservoir



SSG Brunswick



SSG Ardeer

Get Online Week 2022

During Get Online Week 2022, the government portal, myGov, was introduced to members of our SSG and CBR groups. Participants learned the basics of the website and how to access crucial government services online (Centrelink, ATO, My Health Record etc.) At the end of the session, participants took a Kahoot quiz to check their knowledge.



18th Polish Festival at Federation Square

Due TO the COVID19 pandemic, the 18th Polish Festival returned to Federation Square, in the heart of Melbourne. Thousands of friends of the Polish community and fans of Polish culture, gathered at the event which was held on November 12th 2022. The PCCV and PCCS stalls offered Polish souvenirs, children's books and calendars for 2023 with the theme Sir Paul Edmund Strzelecki – one of the patrons of the year 2023, chosen by the Polish Sejm.



On the main stage, female participants from Polish dance workshops, run under the 'Dance Up! Australia' project, performed a short dance program.

**Polish Independence Day Celebration
Gala Dinner**

On the 13th November 2022, over 200 guests gathered at Albion Polish Club for a gala dinner in celebration of Poland’s national independence day. The stars of the evening were Polish opera singers – soprano Małgorzata Kustosik and tenor Marcin Drzażdżyński - as well as the folk band, Vecci Acum.



Photo – front row (L to R): Bożena Iwanowska, Patricia Sawko, Elżbieta Dziedzic, Andrzej Soszyński, Urszula Soszyńska, Teresa Koronczewski, Stanisław Szendrak, Lucyna Dymorz-Bąk (MC), Krystyna Gasz, Małgorzata Kustosik, Dr Sylwia Gręda-Bogusz, Marcin Drzażdżyński, Grzegorz Machnacki; second row (L to R): Barbara Motyka, Wojciech Bochenek, Jakub Hubicki, Roman Sawko, Stanisława Biały, Edward Biały, Jan Kutypa, Andrzej Gasz, Joe Dzikowski; third row (L to R): Dominik Pietraszek, Bartłomiej Chojnacki



Special guests

In November, opera singers, Małgorzata Kustosik and Marcin Drzażdżyński, visited the SSG and CBR groups and honoured them with a short performance.

Visit to SSG Rowville group

Melbourne Cup celebrations

Melbourne Cup celebrations brought joy and fun to our SSG and CBR participants



SSG Doncaster



International Volunteer Day

On Thursday November 24th, 2022, a trip to Sorrento was organised to celebrate International Volunteer Day and thank PCCV and PCCS volunteers for their dedicated work.



PCCS Team at Christmas Party in Rowville



SSG Reservoir

Christmas celebrations

Christmas celebrations for our groups and the whole Polish community were held throughout December 2022. PCCS organised two Christmas parties, on the 6th of December at Syrena Polish House in Rowville and on the 8th of December at Albion Polish Club.



SSG Doncaster



SSG Reservoir and SSG Brunswick

Excursions and blueberry picking

Excursions to Blue Lotus Water Garden in Yarra Junction and blueberry picking trips to Silvan were organised for all groups at the start of 2023.



Conference for teachers and leaders

On February 11th and 12th, 2023, a two-day conference for Polish school teachers, community leaders and Polish Community Care Services staff, was held at the Mercure Hotel and Convention Center in Ballarat.

Top row (L to R): Grażyna Tyszka, Joanna Gołębiowska, Mariola Brewińska, Małgorzata Żuchowska, Magdalena Delport, Marzena Wroniszewska, Katarzyna Mistarz, Grażyna Galas, Edyta Nędza, Mariola Kilgariff, Katarzyna Kaczmarski, Dr Sylwia Gręda-Bogusz OAM, Barbara Bailouni. Middle row (L to R): Val Zdzitowiecki, Elżbieta Dziejcz, Anna Olechowska, Teresa Koronczewski, Bożena Iwanowski OAM, Edyta Drąjkopył, Sylwia Michałska, Anna Polgar, Barbara Rybarczyk, Lidia Witko, Janina Mazurek, Bogdan Płatek. Bottom row (L to R): Klara Rawdanowicz, Zygmunt Bieliński OAM, Dr Edyta Różycki, Monika Krajewski, Agata Sadler (by Bogdan Płatek)



World Day of the Sick

On February 13th, 2023, Divine Mercy Shrine in Keysborough, PCCS and PCCV organised a celebrations in honour of the World Day of the Sick. Participants gathered for Holy Mass, with lunch served afterwards.

Fr Jerzy Prucnal SChr during the administration of the sacrament of anointing of the sick

Valentine’s Day

Groups celebrated Valentine’s Day in different ways: singing, watching movies, solving puzzles, crafting and taking fun photos of themselves with themed props.



SOG Ardeer



Polish Seniors’ Picnic

On the 22nd of March 2023, the Polish Seniors’ Picnic was held at Syrena Polish House in Rowville. During the event, prizes were awarded to the winners of the XXIV Polish Seniors’ Poetry Competition.



SOG Sport



CBR Highett II

Easter celebrations

Easter celebrations were held throughout March and April 2023. Groups enjoyed doing Easter crafts and participating in photo sessions.

New Office

In April of 2023, Polish Community Care Services Inc (Polcare) relocated to its new office in Mount Waverley. The new office is conveniently located and spacious enough to accommodate our rapidly growing team.



The Third of May Polish Constitution Day Dinner

The PCCV and PCCS Executive Committees attended the Third of May Polish Constitution Day Dinner which was held at the Melbourne Arts Centre Pavillon on May 3, 2023.

*Top row (L to R): Zygmunt Bieliński OAM, David Babula, Elżbieta Dziedzic, Krystyna Gasz, Andrzej Gasz, Roman Sawko.
Bottom row (L to R): Teresa Koronczewski, Bożena Iwanowski OAM, Dr Sylwia Greda-Bogusz OAM, ks. Kamil Żyłczyński SChr, Patricia Sawko.*

Celebration of Polish May holidays

SSG and CBR group participants celebrated the 232nd anniversary of the declaration of the Third May Constitution, Polish National Flag Day and International Labor Day

CBR Doveton



Photo 1 – members of the Polish Ex-Servicemen's Association Branch No. 3 (by Małgorzata Moszczyńska)

Photo 2 – L to R: Krystyna Mrozik, Grażyna Krajewska, Tomasz Bartczak, Sammer Bartczak, Dominik Rawdanowicz, Klara Rawdanowicz, Beata Rawdanowicz (by Małgorzata Moszczyńska)

Academy dedicated to the Battle of Monte Cassino

Mrs. Krystyna Mrozik, a member of the Polish Seniors' Citizen Club in Rowville, directed and prepared an academy dedicated to General Andersen and to the Polish victory at Monte Cassino. Polish community members, including seniors, artists and the Polish Ex-Servicemen's Association Branch No. 3 in Melbourne, attended the event which was held on May 25, 2023 at Syrena Polish House in Rowville.

Morning Melodies

The first day of June was a day full of laughter, good food and crazy dancing at Morning Melodies at the Hallam Hotel



SSG Relax, SSG Sport and CBR Doveton



Diploma ceremony

On the 3rd of June, 2023, a diploma ceremony for Certificate III (Individual Support) and Certificate IV (Disability Support Worker) students was held at Highways Sandown in Springvale.

National Aged Care Provider Conference

On the 8th and 9th of June 2023, the PCCS representatives attended the National Aged Care Provider Conference 2023, 'Working together - our journey through aged care reform and regulation', which was held at the Melbourne Convention and Exhibition Centre



Bożena Iwanowski OAM



Centenary anniversary

The PCCS team had the honour of celebrating with Mr. Edmund Marczewski, a long-time member of SSG Brunswick, on his 100th birthday.

Małgorzata Żuchowska with Edmund Marczewski

National Volunteer Week

On the 15th of June 2023, we celebrated National Volunteer week at the PCCS office in Mount Waverley with special workshops with psychologist Dr Karolina Kryszynska for our PCCS and PCCV volunteers.



Editing and graphic design: Justyna Tarnowska

Front cover photo: CBR Highett with group leaders, Krystyna Odrowąż and Barbara Bailouni, at the Tesselaar Tulip Festival in Silvan



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