

2010

Summer



Inc. No A0048140C

AUSTRALIAN-POLISH COMMUNITY SERVICES INC (APCS)

Linking together, proudly serving

Welcome to the summer edition of the APCS Newsletter. This edition will focus on the new APCS location, services we deliver and how to contact the program staff and resources available to support services for the Polish community.



## APCS has moved! [New Office](#)

On the 14th of September APCS moved to our new office, which is located at:

**Suite 111 (Level 1), 44 - 56 Hampstead Rd (corner Emu Rd)**

**Maidstone 3012** (Mel ways ref: 27 H10)

Our phone numbers and e-mail addresses remain the same (see page 4).

The spacious and modern new premises include a large training room which can be used for seminars, meetings, presentations and parties!

We also have office space available for lease. Anyone interested in leasing the room for business purposes can contact **Melissa Afentoulis**, Projects Manager on **8371 2306** or via email: [melissa@apcs.org.au](mailto:melissa@apcs.org.au).

Access to the APCS office is via the entry to the right of the Chemist Warehouse.



APCS reception

APCS meeting and training room

## Do you need Polish, Ukrainian or Russian speaking Care Workers?

APCS is currently promoting and providing services with "Polcare", our fee-based brokerage service that provides qualified and experienced bilingual care workers to Polish clients involve with other agencies and service providers. We also have Ukrainian and Russian speaking direct care staff who can provide services.

The Polcare Brokerage service aims to provide:

- ⇒ Elements of Case Management
- ⇒ Services performed by Polish, Ukrainian, Russian speaking Care Workers
- ⇒ A 48 hour response to requests for brokerage
- ⇒ Varied timeframes of service delivery

As a service provider, if you are needing to deliver an ethno-specific service with your clients please contact **Louise Czarnoch**, CACP Team Leader, on **8371 2303** Monday to Friday or via email: [louisec@apcs.org.au](mailto:louisec@apcs.org.au).

APCS is supported by funding from the Australian Government Department of Health and Ageing, under the Community Partners Program (CPP).

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## INCREASING ACCESS TO SERVICES FOR POLISH PEOPLE

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### Community Partners Program (CPP)

In 2009, the Department of Health and Ageing funded APCS to deliver the Community Partners Program until 2012. The aim of the CPP is to assist elderly members of the Polish community to access a range of aged care services and also to give support to service providers in the provision of culturally and linguistically responsive services.

The project will work with services throughout Victoria, however during the 2010–2011 financial year, we will have a specific focus on working together with a diverse range of aged care providers in regional Victoria. Service providers in regional and rural areas are welcome to contact us to obtain information and support as needed.

Services provided by APCS within the CPP include:

- ⇒ Cultural briefing sessions for staff entitled “The Way We Are”, and presentations for both staff and residents in residential aged care facilities entitled “The Polish Way”. The presentations explore information about Poland, some culturally specific issues and strategies for providing culturally responsive services and have a focus on ageing, dementia and palliative care.
- ⇒ Language and other written resources, including: English / Polish communication cards and communication boards; simple Polish recipes; Polish lending library; books for purchase and access to a wide range of information in Polish.
- ⇒ Facilitating the provision of brokerage services to enable access to Polish speaking home care staff.
- ⇒ Referrals to social support services (volunteer programs) for residents in aged care facilities and clients in private homes.
- ⇒ Provision of information about aged care options to the Polish community

We are interested in developing a working relationship with your agency in order to explore strategies for responding to the needs of the Polish older community in Victoria. Please contact **Agnieszka Miller** on **8371 2313** or via e-mail on [cpp@apcs.org.au](mailto:cpp@apcs.org.au) during business hours Mondays, Tuesdays, Wednesdays.

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### HACC Access (Home and Community Care)

The APCS Service System Resourcing (HACC Access) works in partnership with HACC funded and other aged care agencies to improve the promotion of services, assistance and advocacy to the Polish elderly, carers and younger people with disabilities. The program’s framework centres on linking clients with services by responding to enquiries and referrals for appropriate HACC services, that will enable HACC eligible Polish people to remain in their homes for as long as possible. The program also provides:

- ⇒ Support to Polish speaking people throughout Victoria experiencing temporary financial crisis. This program includes short-term Emergency Relief assistance such as material aid and referrals for ongoing casework or counselling.
- ⇒ Support to carers through the organisation of regular carers’ retreats, which provide an opportunity for Polish carers to meet, share experiences and receive much needed support. Furthermore, this program also promotes an increased awareness of carer support services among members of the Polish community through presentations and ongoing carer support.

For more information please contact **Ewa Dudzinski** on **8371 2308** or via email: [hacc@apcs.org.au](mailto:hacc@apcs.org.au).

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### Supported Access Pilot Project (SAPP)

SAPP provides additional support to HACC eligible elderly people from Culturally & Linguistically Diverse (CALD) communities to access a range of needed services. It targets people from the Polish speaking population residing in the southern and eastern metropolitan regions of Melbourne.

The role of the SAPP worker includes:

- ⇒ providing information, referrals, advocacy for Polish seniors, carers and younger people with disabilities, with a priority target of frail elderly people; and
- ⇒ assisting relevant service providers (eg. Local Councils and other relevant organisations) to meet the cultural needs of their Polish-speaking clients.

For more information contact **Agnieszka Michalewicz** on **8371 2304** or via e-mail: [sapp@apcs.org.au](mailto:sapp@apcs.org.au).

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## REDUCING SOCIAL ISOLATION

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### Community Visitors Scheme (CVS) / Friendly Visiting Program (FVP)

These programs enrich the quality of life of residents in aged care facilities and those people living in their own homes, who may be socially isolated or lonely - whether as a result of frailty, cultural barriers, or due to disability. By befriending an older person volunteers have a chance to make a difference to both their own life and the people they visit.

The term volunteering is defined as *“the practice of people working on behalf of others without being motivated by financial or material gain”* (Wikipedia, 2009).

Our volunteers are people who set aside time, at least once a fortnight, to visit and befriend others in need. Many Polish people and/or residents of aged care homes do not have regular contact with relatives or other Polish speaking persons. They are isolated and lonely and benefit greatly from visits by our Polish volunteers. Volunteers add to the resident's quality of life by being a companion, confidante and friend. The visits may take the form of sitting and chatting, or working on a hobby together or discussing the weather and news.

This program helps to improve the quality of life of residents through an increase in self-esteem and well-being, a diminished feeling of anxiety, isolation and loneliness, a sense of connection to the community and an increase in feelings of independence. For more information please contact CVS and FVP Coordinator on **8371 2318**.

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### Planned Activity Groups (PAG)

Planned activity groups are a way to promote healthy ageing and limit social isolation. The ethno-specific nature of our program allows people to maintain their culture and socialise with people who speak the same language and have the same cultural background.

At the moment we have approximately 70 clients regularly attending a PAG in Melbourne and Geelong.

Activities include, but are not limited to:

- ⇒ Light physical exercise such as tai chi and walking;
- ⇒ Craft activities such as knitting and making Christmas decorations;
- ⇒ Picnics and social outings to the Melbourne Zoo, restaurants, Polish House in Albion;
- ⇒ Games such as Rummikub, bingo, cards and discussion groups;
- ⇒ Information sessions on health and other issues;
- ⇒ Celebrating Holy Mass on important religious days.

Our PAG meet every Monday and Wednesday in Castley Hall, cnr Glengala Rd & Simmie St in Sunshine and on Fridays in the White Eagle House in Geelong. For more information contact **Joanna Wojcieszak** (Melbourne) on **8371 2317** or via email

[joannaw@apcs.org.au](mailto:joannaw@apcs.org.au) and **Jola Czajkowski** (Geelong) on **5222 8056** or via email [jolantac@apcs.org.au](mailto:jolantac@apcs.org.au).



PAG clients at Christmas celebration

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### Multicultural Mental Health Project Report Now Available

'Demystifying Mental Health in Ethnic Communities', the Evaluation Report of the Multicultural Mental Health Project, is now available. The report was officially launched by Leonie Young, CEO of *beyondblue*, on 9th November 2009. The project involved tackling the stigmas and attitudes towards mental health and raising awareness of the services available in the Polish, Arabic speaking, Chinese, Cambodian and Macedonian communities and was funded by The William Buckland Foundation and the Coles Community Grants program. The report provides information on the activities undertaken throughout the project and recommendations for a wide range of responses to improve the mental health of Victoria's culturally and linguistically diverse populations.

The report can be obtained by contacting the office on **9689 9170** or for free download from our website.

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## English as a Second Language Classes

APCS will be offering English as a Second Language (ESL) and ESL based computer classes in 2010. The ESL classes will focus on English for working in the aged care sector (both residential and community care) and are suitable for people from any background with intermediate level English. The classes will operate in Maidstone and Rowville and will assist those needing to improve their English in order to:

- ⇒ Find work in the aged care industry
- ⇒ Maintain or increase employment in the aged care industry
- ⇒ Study for a qualification in aged care

The English for Aged Care course will focus on the terminology of the aged care industry and will include OH&S, report writing and documentation relevant to the industry. Employers are encouraged to consider these courses for any staff they consider would benefit from them.

The ESL based computer classes (based in Maidstone) will provide introductory computer and internet skills for those wishing to learn how to use a computer.

For more information about the classes, including days and times, or to enrol, contact APCS on **9689 9170**.

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## Upcoming Conference

During the first half of 2010 APCS will be hosting a conference entitled Leading the Way. The conference will highlight positive practices, strategies and collaborations by ethno-specific, multicultural and mainstream service providers in the provision of culturally and linguistically responsive service provision and explore the needs of small and developing ethnic and multicultural groups. Information about the conference will be available on our website in early 2010. For more information about the conference, contact **Melissa Afentoulis**, Projects Manager on **8371 2306** or email: [melissa@apcs.org.au](mailto:melissa@apcs.org.au)

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## APCS Staff Contact Details

<i>Chief Executive Officer</i>	<i>Elizabeth Drozd</i>	<i>9689 9170</i>	<i>ceo@apcs.org.au</i>
<i>Sustainability Manager</i>	<i>Wendy Bennett</i>	<i>8371 2310</i>	<i>spo@apcs.org.au</i>
<i>Community Aged Care Packages—Melbourne</i>	<i>Louise Czarnoch</i>	<i>8371 2303</i>	<i>louisec@apcs.org.au</i>
<i>Community Aged Care Packages - Geelong</i>	<i>Kasia Frankiewicz</i>	<i>8371 2301</i>	<i>kasiaf@apcs.org.au</i>
<i>Executive Assistant</i>	<i>Aneta Antczak</i>	<i>9689 9170</i>	<i>info@apcs.org.au</i>
<i>Planned Activity Groups – Melbourne</i>	<i>Joanna Wojcieszak</i>	<i>8371 2317</i>	<i>joannaw@apcs.org.au</i>
<i>Planned Activity Groups – Geelong</i>	<i>Jolanta Czajkowski</i>	<i>5222 8056</i>	<i>jolantac@apcs.org.au</i>
<i>Polish Older Person's Outreach Program</i>	<i>Sr Malgorzata</i>	<i>0421 699 335</i>	
<i>HACC Access Officer / Emergency Relief</i>	<i>Ewa Dudzinski</i>	<i>8371 2308</i>	<i>hacc@apcs.org.au</i>
<i>Supported Access Pilot Project</i>	<i>Agnieszka Michalewicz</i>	<i>8371 2304</i>	<i>saap@apcs.org.au</i>
<i>Community Partners Program</i>	<i>Agnieszka Miller</i>	<i>8371 2313</i>	<i>cpp@apcs.org.au</i>
<i>Projects Manager</i>	<i>Melissa Afentoulis</i>	<i>8371 2306</i>	<i>melissa@apcs.org.au</i>

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## APCS Locations & Outreach

### **Main office:**

Suite 111, Level 1  
44-56 Hampstead Rd  
Maidstone 3012  
Ph: 9689 9170  
Fax: 9687 7446  
E-mail: [info@apcs.org.au](mailto:info@apcs.org.au)  
Website: [www.apcs.org.au](http://www.apcs.org.au)

### **Geelong:**

258 Latrobe Terrace  
1st floor  
Newtown 3220  
Ph: 5222 8056  
E-mail: [krist@apcs.org.au](mailto:krist@apcs.org.au)

### **Rowville outreach:**

Polish Club Syrena  
1325 Stud Rd.  
Rowville 3178  
(as needed)