



Canterbury City  
Community Centre  
*Community Building Community*



# Annual Report 2012

# Our Statement of Purpose

We bring together people from all backgrounds in the Canterbury Local Government Area, and other areas, to:

*Develop and provide community services and support, in order to meet community needs;*

*Foster harmony and an improved quality of life;*

*Provide a resource to the community to enable them to meet their own needs.*

## Our Values

Social Justice

Integrity

Accountability

Equality

Empowerment

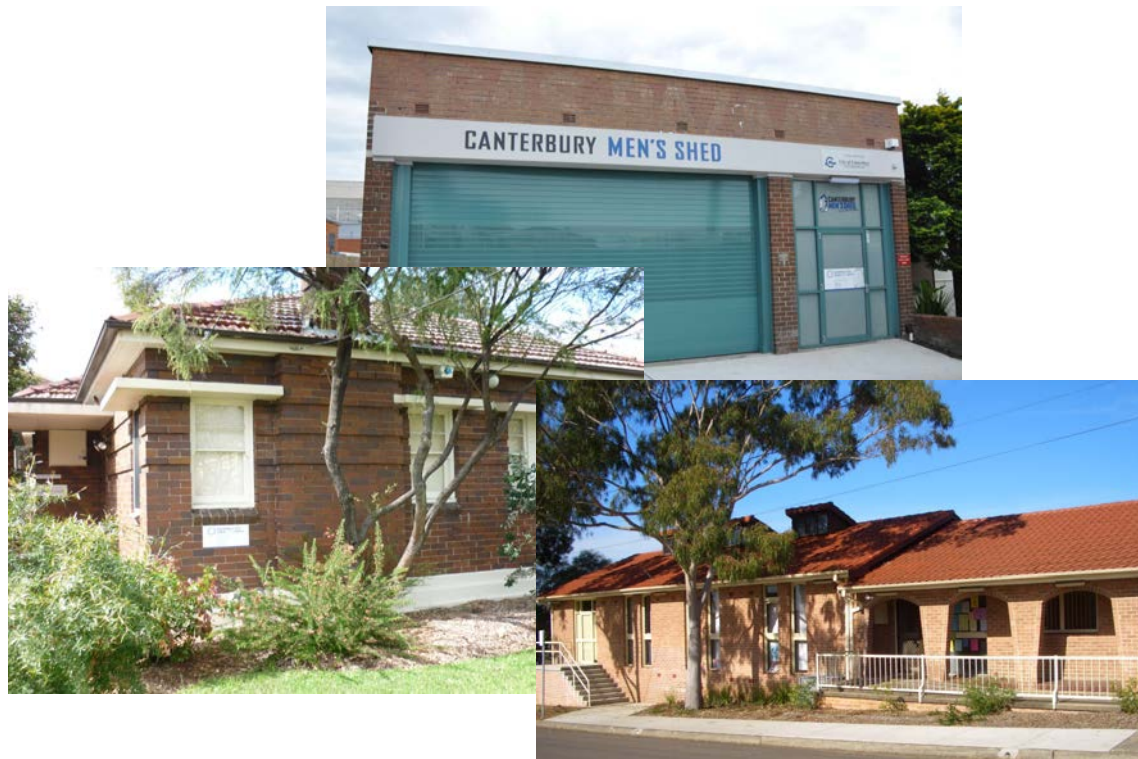
Compassion

## Our Vision

A strong resilient community which values and includes each member

## Our Motto

*Community Building Community*



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# President's Report



What a tumultuous, uplifting and wonderful year that we have just witnessed. The innovative programs that have been initiated, the new directions we have experimented with and the tried and trusted programs that are in place. The people who are instrumental in keeping these doors open are the people on the ground; our Staff, Volunteers, the Board of Directors and the people who support our organisation by attending our functions, our programs, our weekly courses, and our special activities. Without all those persons to help in their many varied ways this Organisation would soon disappear. We receive money from State and Federal Government to implement programs, not as much as we would wish but we are very grateful for the amount we do receive. We would like to thank also Canterbury City Council and the registered Clubs for their ongoing support. The programs and activities we run benefit the whole of the local community from the littlest in the Cottage in the child minding, to the adults who access our groups, to the oldest in the 4cs Friendship Group. Without you all there would be no Canterbury City Community Centre. We salute you everyone.

We formed forty years ago with a small dedicated group of people who looked to the future, saw the potential for a community organisation in the area and we are now going into our forty-first year of operation on a limited budget which you would feel should be in the millions of dollars with the scope and diversity of our programs.

I will not attempt in this short address to inform you of all that our organisation does and is involved in, it would take quite some time. I will leave the giving of that information to our very hard-working and tremendously efficient Chief Executive Officer, Liz Messih. She is a woman of great versatility, highly thought of with great affection by all the staff, volunteers and the Board of Governance. We count ourselves extremely lucky to have such a capable person in that position. To our staff, thank you for a job well done, sometimes under great difficulty. Needless to say the Canterbury City Community Centre, affectionately known as The 4cs, has a wonderful reputation for the services and activities that transpire through the year, on the limited budget that we have to cope with.

At the present time the 4cs have on the Board two members who were instrumental in those very early days forty years ago and have been very actively involved ever since and are current Board Members. I refer to Mrs Neta Yallop our Vice President who was active in the beginning and Mrs Terry Doolan our capable Honorary Secretary who came onboard a short time later. We salute you both and we know that you will continue to support the 4cs. To the past Board of Directors, the community thank you for a tremendous job, and to our current Board, our Treasurer, Mr Phil Schwenke, thank you for managing the finances with the very complicated issue of making the money we receive stretch as far as possible. Our Directors Layla Lavarato, Abdul Zahra, Shabnam Mustari, Aka Rangiura, Stella Wei, Meredyth Conn, Edward Chahoud and Jubaida Hossain we thank you all for the hours that you have contributed to this organisation, for the monthly meetings that you attend plus any extras that crop up from time to time. We hope that you will continue to be a part of this tremendous, vital and well-recognised community entity in the future.

As for myself, I have felt it a great privilege to have held the position of President, to step into the shoes of our late President Ted Yallop whom we miss dearly. This wonderful, vibrant organisation can only grow but we need the communities' help in many and various ways. To our members we do hope that you will continue to support us, and I re-iterate, we need YOUR help. To a group of people whom we rely on tremendously no words can adequately acknowledge but we say a simple, sincere, heartfelt Thank You for the time, hours, your capabilities to do a job and numbering close to 75. I am referring of course to our volunteers. The 4cs would find it extremely difficult to exist without you. You are the backbone of this organisation and we salute you one and all in whatever category you apply yourself. We do hope that you enjoy being a volunteer and that you will continue to support the Centre's work. In these days of technology, if you wish to, you can now find us on Facebook. Please log in and have a look, you will be very pleasantly surprised. Thank You.

Margaret McInroy  
President



## Chief Executive Officer's Report

It is my pleasure to report once again on a successful and busy year at Canterbury City Community Centre. There have been many highlights that speak of excellence and of an extremely hard working team delivering well above expectation. Three Centre projects have been the subject of Best Practice Reports this year – of which we are very proud. During the year our Home and Community Care funded services, and the Management and Governance of the Organisation, also underwent a monitoring process ensuring compliance with the Community Care Common standards. A time consuming, but positive, experience which we passed with flying colours.

It has unfortunately been a year of reduced income for the Centre and a year which has seen some staff turnover. It has also been a year in which we have maintained existing programs at high quality levels and a year in which we have established new activities and continued to grow.

2011/12 has seen the implementation of our new Community Builders Project based upon the Listening@Lakemba campaign. Working with many partners we conducted an extensive consultation with close to 500 Lakemba residents, through household surveys, listening groups and the community forum held in November 2011. The results of the consultation informed projects undertaken at the Centre during the year. The receipt of the Community Builders funding is of great significance for the 4cs – it has brought our funding to a more comparable level to other Centres and has enabled us to deliver some fantastic new services to our local Lakemba community. If you know the 4cs well, you know we ♥ Lakemba!

Expanded funding to the Lakemba Neighbourhood Centre project has seen a range of new activities starting at the Centre and particularly at the Cottage. From classes, parenting groups, the creation of the Women's Social Space and a number of innovative partnerships which have expanded our capacity to deliver services to our residents – the Community Builders funding has been worth waiting for!

We have also held a number of events which celebrated other new projects commenced or

undertaken – these have included the launch of the Lakemba Community Garden, our Oral History project *Stories from our Gardens*, and the Lakemba Women's Health Clinic. During the year we have also established the Community Bike Shed in partnership with Canterbury City Council and the Women's Business Projects in partnership with Sydney Community College.

Whilst we have seen a great deal of new activity at the Centre, and new projects and services commenced, we have also continued to deliver existing programs and services at well above funded levels. Our amazing Garden Care team delivered 19 581 hours of service last year and are funded to deliver 12 715. An amazing achievement... but they are not alone. Training delivered through our STARS Program offers real value for money with the Training Calendar continuing to offer diversity and choice which reflects the needs of the local Service sector. STARS staff have continued to respond to the needs of organisations and have also recruited and referred new volunteers with local not for profit organisations. STARS are set to expand in to the Bankstown LGA in 2012/13 following support from Bankstown Council.

The Canterbury Men's Shed has undergone significant changes this past year but has continued to grow in number with credit to the men themselves, and with particular appreciation to those who have served on the Steering Committee. Our ever-popular Centre Based Day Care program also received growth funding late in the financial year enabling expansion of the Day Care with a Difference program in 2012/13.

So whilst we have seen a loss in short-term project income and staffing levels, we have continued to deliver our core programs and services whilst soundly establishing new services to meet community need.

We provide services which span three local government areas, soon to be four, and services which respond to the needs of the many communities of interest within each area. Canterbury City Community Centre operates from three premises and we thank Canterbury City Council for providing these facilities at a peppercorn rent.

Funding attracted by the Centre in the previous two financial years enabled extensive renovations at the Cottage and the Canterbury Men's Shed and all three of our homes are now being well used to the benefit of our community – six days per week. Our main premises, in Railway Parade Lakemba, still requires significant work and we thank Council for their foresight in identifying the need to find a permanent solution to the accommodation needs of many community Organisations situated in Lakemba.

The year has been made even better through the development of new partnerships and the extension of existing trusted relationships. We have been able to offer residents greater access to services through working in partnership with Leichhardt Women's Community Health Centre and Central Sydney General Practitioners Network in establishing the Women's Health Clinic; Sydney Community College in establishing the Women's Business project and Metro MRC has supported our work through their Bi lingual Community Workers project. We continue to value the relationship with our long standing partners such as TAFE NSW and Canterbury City Council.

Canterbury City Community Centre offers an incredibly diverse range of services and activities, and has networks and connections to many and varied other organisations. We are an important site of adult education and have delivered over 280 training sessions, workshops and classes over the year on various topics. We have created many doors of entry to community life and it is particularly pleasing to see the cross over between projects and participation for residents.

We have continued to develop our web site as a primary method of communication and thank Kel Torrance for her support. Likewise, our quarterly Newsletter provides information for over 500

members and friends of the 4cs. Both have contributed to the gradual increase in membership and support of the Organisation. In May 2012 the Centre established a Facebook page during Neighbourhood Centre Week – this has enhanced not only our ability to communicate our news and stories but also our capacity to connect with community online.

The Centre relies heavily on the work of nearly 75 volunteers to provide the services it does. Each person makes an enormous contribution to our Organisation and much appreciated care and support to the people who rely on our Services. Our Volunteers are greatly respected and appreciated within the Organisation – undoubtedly a highlight of the year was to celebrate their contribution at VolFest. An evening of movies, food and entertainment under the stars. Thank you to all our Volunteers for the time you give us, your work and for caring for others in our community.

We have a very strong Board who are totally committed to the Centre and who work co operatively and in support of the staff and volunteers. I would like to thank the members of our Board who all show such dedication and skill in their stewardship of the Centre. I would particularly like to thank our President Margaret McInroy who has taken on the role of President with great commitment and our Treasurer Phil Schwenke for his skill in the financial governance of the Centre.

Celebrating our 40th Anniversary has prompted some reflection, and we thank all staff who have worked at the Centre in the previous twelve months, and indeed the previous 40 years, for the contribution they have made during their time at the 4cs. Each staff member brings something new to the Organisation, enhancing our capacity each year.



We strive to work across programs and in this way add value to each and every service offered.

The Organisation is particularly fortunate to have such a great staff and I would like to personally acknowledge their dedication and the skill which they bring to their work. The Centre continues to be a changing environment and whilst this can be exhausting it is also exciting and demonstrates our commitment to continuous improvement and delivering services which are genuinely responsive to need. Once again our ability to function as a true team is a wonderful asset to the Organisation as is the generosity of staff to share their special areas of expertise. Our record of high staff retention, which is unusual for our sector, was challenged this year with turnover in some key positions, some positions ceasing and new positions being created. This change has increased the workload for all staff as we move forward and welcome new staff to the Centre. I would particularly like to thank our Second in Charge Gillian Whalley-Okafor for her support during the year.

Another highlight for the year has been the decision by Fair Work Australia in the landmark equal pay case for community sector workers – this decision will support the viability of our sector as pay increases are brought in over the next eight years.

I thank our main funding bodies the Department of Family and Community Services, Ageing Disability and Home Care (ADHC); the Department of Family and Community Services, Community Services; as well as Canterbury City and Leichhardt Councils and local clubs Campsie RSL Club, Canterbury Bulldogs and Earlwood Bardwell Park RSL Club for their support.

Their contribution and the support of Departmental and Council staff is greatly appreciated.

It is a great privilege for all of us who work at the Centre to be able to serve our community through this Organisation – no day is ever dull and no two days are ever the same. Our lives are richer for the people we meet and work with through the Community Garden, the Community Bike Shed, Women's Social Space, Women's Microbusiness course, Garden Care, Canterbury Men's Shed, Centre Based Day Care programs, people who attend our various courses and activities, those who seek to volunteer through STARS and those who come through the door seeking other forms of assistance. We thank the members of our communities for sharing their stories and trusting us with them.

As the 4cs turns 40 this year I extend my appreciation to those who had the vision to establish a locally based community service in Lakemba, and those who have supported them, and to the community which has embraced us.

We continue to strive to provide the best services we can with the resources that are available to us. Of course, the value of our Organisation lies not just in the services we offer. It is our unique role in the development of community capacity and to connect people to each other and to Organisations which is truly valuable. Our way of working, at a genuinely grass roots level, is a fabulous outcome on its own. We remain firmly committed to the provision of services responsive to local need and which improve the quality of life for residents, and the promotion of a sense of belonging in the community in which they live. As a non government organisation we make possible the full participation in civil society and promote a more socially just society.

Thank You.

Liz Messih  
CEO

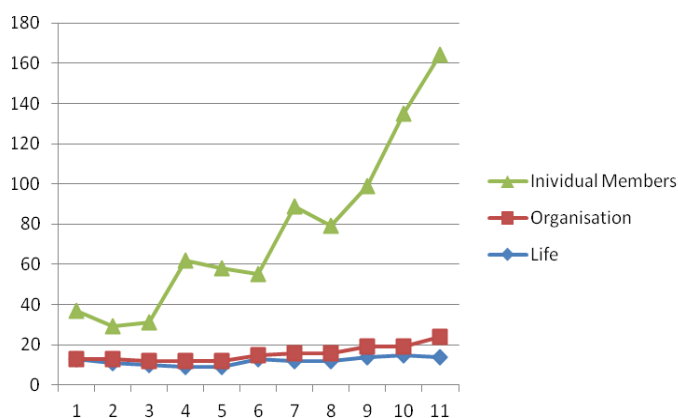




## Our Organisation

### Members

Canterbury City Community Centre Inc is an Incorporated Association with membership open to all people living, working or studying in the Canterbury LGA. The number of residents becoming members of the Centre has continued to grow over the past year as it has over the previous ten years. New members are always welcome.



### Board of Directors

Canterbury City Community Centre is managed by a voluntary Board of Directors. Members of the organisation annually elect the Board which is responsible for the overall planning and policy of Canterbury City Community Centre.

### Members of the Board of Directors 2011/12

<b>President</b>	Margaret McInroy
<b>Vice President</b>	Neta Yallop
<b>Secretary</b>	Terry Doolan
<b>Treasurer</b>	Phil Schwenke
<b>Board Members</b>	Edward Chahoud
	Meredyth Conn
	Jubaida Hossain
	Layla Lavorato
	Shabnam Mustari
	Aka Ranguira
	Stella Wei
	Abdul Majid Zahra

### Staff Employed at the Centre 2011/12

**Chief Executive Officer**  
Liz Messih

**Executive Officer ADSS**  
Gillian Whalley-Okafor

**Administration Manager**  
Trish Marchant

**Bookkeeper**  
Robert Gu

**LNC Community Development Worker**  
Kate Maclean

**Community Workers**  
Dimity Figner, Jerisa Nigo, Veena Roy,  
Romana Waseem, Patrice Labanie

**Child Minders**  
Najia Akter, Khanm Tamou, Sagorika Sultana

**Mens Shed Project Officer**  
Evan Kallipolitis - Full time to Dec 2011

**Mens Shed Co ordinator**  
Glenn Harding - Part time from Feb 2012

**Community Bike Shed Supervisor**  
Sebastian Calvo Ordenes

**Centre Based Day Care Coordinator**  
Roasanna Hasan

**STARS Training Officer**  
Deborah Helmrich

**Volunteer Recruitment & Engagement Officer**  
Maureen Nash

**HACC Client Services Co ordinator**  
Gail Carroll to October 2011

**Garden Care Co ordinator**  
Nicky Wright from December 2011

**Garden Care Support Workers**  
Debbie Dunn, Su Tozer, Nicole Barbagallo

**Garden Care Administration Officer**  
Yvonne O'Young

**Bus Driver**  
Nic Marino

## Our Volunteers

Canterbury City Community Centre relies heavily upon volunteers for the provision of activities and services. Volunteers contribute skill and expertise to a variety of duties within the Centre and give generously of their time. The Centre's Board of Directors (who also serve in a voluntary capacity) and staff greatly appreciate the commitment and dedication of our volunteers.

We would like to thank...

Almaz Matar	Layla Lavorato	Elaine Lawler	Giselle le Bon
Robyn O'Sullivan	Terry Doolan	Neta Yallop	Phil Schwenke
Seta Sissaguian	Pathmini Selvanayagam	Stella Wei	Imitiaz Begum
Shabnam Mustari	Vivek Shah	Abdul Zahra	Aka Ranguira
James Vacchini	Phil Dippert	Pacita Low	Amy Davies
Margaret McInroy	Jubaida Hossain	Edward Chahoud	Myles Cover
Anisul Haque	Jacques Chaperon	Paul Vo	Art Tangco
Dick Maney	Stephen Ward	Jane Cook	Ian Fairbanks
Selina Thomas	Anne Badjakian	Sylvia Kefalianos	Jodie Banbury
Nick Banbury	Lynne Jones	Caroline Moses	Dot Mcleay
Maria Prendergast	Abul Azad	Kerry Maynell	Bruce Hanson
Ines Zarate	Marie Papi	Maree Shanahan	Hawa Tucker
Janet Lee	Melissa Roser	Meredyth Conn	Francis Carver
Fatima El-Samman	David Brown	Steven James	Erica Saville
Rosemary Sewell	Alison Sida	Denise Fletcher	David Gamble
Mick Quinlivan	Julie Tolhurst	Henry Luo	Kath Clune
David Wright	Peter Chan	Elizabeth Syriopoulos	Suma Mysore
Gary Tomkins	Allan Pollock	Maggie Connors	Ruth Hearne
Charlotte Wisberger	Patricia Dostine	Margaret Preece	Joanne Chen
Subrina Afrin			

We would also like to thank corporate volunteers from UNSW Procurement Team whose staff regularly contribute their time and effort in our Garden Care Service.

The Centre's volunteers contribute not only their skills and expertise but also their experience and understanding of their community. The contribution they make to the social fabric of this community is irreplaceable. Thank you all.

## Vol Fest

2012 National Volunteer Week was an opportunity to say *Thank You* to all the fantastic volunteers who work at Canterbury City Community Centre - those who share their skill, time, care, compassion and experience to benefit the community - through helping out in Garden Care, serving on our Board of Directors, our Centre Based Day Care Service, in the Office or at the Shed, or helping in other Centre programs.

On the 16 May 2012, during National Volunteer Week, we hosted **VolFest** an evening of short films under the stars at the Cottage.

It was a great evening and included a barbecue dinner, prizes and Certificates. It was such a success we think it may become an annual event!



## Student Placements

This year we have accepted student Jenny Mahmoud on placement from Bankstown College of TAFE, Diploma of Community Services who has provided general assistance to a number of Centre projects.



It is important to remember every now and then to question ourselves, to see where we are now and what we have achieved in our lives. It is important to remind ourselves that we never stop learning as long as we live, or achieving what can be achieved.

Life is full of ups and down and every one experiences it differently. I was often emotional and felt unhappy which made me forget the beautiful meaning of life like so many others, but I eventually realised that life doesn't have to stop there. We can set a new starting point and ask what we can do to fix our situation. That is what I did. I never thought for a single minute that going back to study would be so wonderful and have such a positive change.

Going back to Bankstown TAFE to study Community Services and Welfare was a good experience for me. Learning community services has changed my way of thinking about living life. It opened a door of hope and happiness. I was blessed to have that opportunity and to meet so many amazing people along the way working in community services. I appreciate the support of Management and staff at Canterbury City Community Centre and I'm grateful to them for giving me the opportunity to do work placement. The 4C's management and staff are working collaboratively, providing the best services, helping frail people and the disadvantaged with passion and care.

The 4Cs staff are helpful and friendly. The Lakemba residents and the LGA should be proud of them to have this great community. It is a very rewarding to help in community, using life experience and skills to be able to help others and putting a big smile on people faces.

Jenny Mahmoud

We also accepted for a short period in October 2011 50 students on placement from Bankstown College of TAFE who conducted the Lakemba Household Survey as part of the Listening@Lakemba campaign. Many of the students were also on hand to assist at the later Community Forum.

Our students have been inspiring and we thank Jenny and the following Community Services students from Bankstown TAFE for their valuable contribution to our work.

Hanne Nabaki	Thi Thu I Tran	Jade Zammit	Silvana El Haje
Lingdong Lang	Mona Issa	Wafaa Alameddin	Ji Yun Kim
Thanh Le Lisa Tran	Helen Matavesi	Gloria Kasongo	Malania Lo
Thi Thu H Pham	Nancy Abbas	Saima Arshad	Temitope Ajayi
Diana Baxter	Sarah Doumit	Mika Sadaraka	David Vandy
Rebecca Ziga	Amal I Dris	Najat Mahmoud	Xianjie Zhao
Ebru Aslanpay	Jose Joseph	Pascasie Muderwa	Thi Sang Ly
Danille Kawenga	Zhi Yao Ming	Naziha Abdelksde	Wendy Purssell
Diane Chouman	Susan Anderson	Nataly Bustamant	Francis Gregory
Rula Shadid	Jocelyn Subedar	Musa Bundu	Jian Li
Maxson Mbayoh	Laith Al Mandow	Hala Basha	Nahed Khalil
Nour Mahmoud	Rohena Jahan	Nancy Lee	Thanh Nguyen
Banu Singec	Amani Aduelhass	Cherie Firbank	Daniel Astasy
Darlene Chuon			

## Corporate Services

In 2011/12 the Centre has continued to improve and expand its corporate services so that they may efficiently and effectively support the work of the Organisation and its many projects. The growth of the organisation brings with it many opportunities for cost savings in the area of administration and management and the past year has seen us take full advantage of these opportunities to streamline procedures and work practices.

The Centre's website [www.4cs.org.au](http://www.4cs.org.au), superbly maintained by Kel Torrance, plays a significant role in our ability to communicate with members and residents and we have been pleased to discover that many people find out about the Centre this way.

Our quarterly Newsletter has remained an important means of communicating with multiple stakeholders and we currently print over 500 copies of our newsletter for members, friends and supporters. We still produce a wide range of flyers and brochures to promote programs, courses and events.

In May 2012 we finally launched our facebook page and are slowly building up a steady following of people who 'like us' – being in the business of community building it has been quite a significant step to engage with communities online. Facebook also enables us to share some of the pictures and stories of events and activities held at the Centre and showcase some of the great programs on offer.

This year the Centre upgraded its IT systems and engaged IT Studio to manage its computers, conducting nightly back ups, scheduled maintenance and of course trouble shooting. We have also recently adopted a bulk email service which allows us to send information to large groups without crashing our systems – this is particularly useful in contacting the large numbers of people who have engaged through our community development programs and organisations registered with STARS.

We have also upgraded our telephone systems, changed providers and purchased an NEC phone system to allow better communication between sites. The phones have vastly improved features and whilst some teething problems were experienced we eventually had a system that allowed us to transfer incoming calls between sites.

Thank you to the Centre Administration Staff Trish Marchant and Robert Gu and our HACC Administration Officer Yvonne O'Young for ensuring the Centre's accounts and complex administration requirements are efficient - not an easy job in a busy workplace such as the 4cs.

## Premises

The Centre's programs and services operate across three sites in the Canterbury Local Government Area, all leased from Canterbury City Council at a peppercorn rental.

We are extremely grateful to Council for this very practical support of the Centre and its work. Grants obtained by the Centre enabled extensive renovation of the Canterbury Men's Shed and The Cottage in the previous financial year and it is pleasing to see all three sites well utilised.

## Planning Day 2012 - 15 Strategic Plan

In January 2012 Staff and Board members came together in an all day Strategic Planning session facilitated by Steve Lawrence.

The day was preceded by an analysis of community needs, feedback from recipients of services by way of client satisfaction surveys and feedback provided by various stakeholders and funding bodies.

The Statement of Purpose was affirmed and the 2012-2015 Strategic Plan completed at a second meeting held in March. The Plan provides the framework and direction for the Centre for the next three years.





## Lakemba Neighbourhood Centre Project

**Supported by Canterbury CDSE Scheme and Department of Human Services, Community Services and Community Builders (ex Community Services Grants Program)**

In the past year the Centre has benefited from an injection of funds to the Neighbourhood Centre project from the Dept of Family and Community Services under the Community Builders program. This funding has brought us more in to line with funding levels received by other Neighbourhood Centres in NSW and has supported an expanded delivery of services to residents in our immediate community of Lakemba. Most importantly, it has supported a capacity building initiative which has involved a comprehensive needs analysis and a process of engagement of community in resolving issues identified.

Some of the services and activities offered under the umbrella of the Lakemba Neighbourhood Centre project in 2011/2012 include;

### **Information and Referral**

The Centre plays a valuable role in offering an accessible 'one-stop shop' for residents needing

information and referral, practical and welfare assistance. Over the past year the Centre has dealt with 1170 general information enquiries – and made 308 assisted referrals.

Centre staff and volunteers have assisted 24 residents with writing letters or filling out forms.

### **Information Publications**

**Learning English in the Canterbury LGA** Towards the end of 2003 the Centre compiled a Directory of English Classes available to Canterbury residents with the aim of making these opportunities to learn English more accessible. We were prompted to compile the Directory by the steady stream of residents calling in to the Centre enquiring about classes.

We have updated the Directory in December each year since 2003 and undertook a further complete update in late 2011 with over 1000 copies subsequently posted out or distributed to residents and local Organizations. The Directory is also available as a download on our Website with many callers referred to this accessible and environmentally friendly alternative.

**Legal Services in the Canterbury LGA** Similarly requests for information about legal services has led us to develop a simple one page flyer with a comprehensive listing of local legal services.

**Low Cost meals** A two page flyer providing information on where to access a low cost meal and social contact for those who are homeless and/or financially disadvantaged.

All publications are available in hard copy or as a download from our website.

### **Welfare Assistance**

The Centre is able to assist residents experiencing financial hardship with the provision of a food parcel to help them through a difficult period. The food relief program is supported largely through donations and is an extension of the welfare assistance program we are able to offer residents.

Over the course of the year, we have conducted 141 interviews for residents needing assistance with

food relief which has resulted in the provision of food parcels to feed 368 individuals. A further 16 residents were assisted with prescriptions or fares. A total of 30 people, generally experiencing homelessness, have dropped in to the Centre for a meal or food that they can eat at the Centre.

### Justices of the Peace

The Centre receives a steady stream of enquiries from local residents needing the services of a Justice of the Peace (JP). Often residents need a J.P. to witness documents relevant to immigration matters, employment or various other government forms. We allocated three times during the week when appointments could be made. We also keep up to date listings of other JP's and can ensure that if a J.P is unavailable at the Centre we can usually steer residents in the right direction to find one.

Over the past year a total of 995 residents were assisted by a JP at the Centre certifying over 3000 documents and attestations. Thank you to Volunteer JP Patricia Dostine for helping with this busy service. Many of these occasions of service can involve numerous documents and require additional assistance with filling out forms, and further photocopying assistance has been provided for 162 residents.

### Life Experience Counts

The Centre offered one Life Experience Counts (LEC) Program in 2011 which was attended by 14 women. The Program was aimed at assisting women who have been out of the workforce for a while, recognise the skills and abilities gained through life experience. Over a structured eight-week period, participants recognised their skills and abilities, prepared a resume, and set directions in employment and/or further study.

LEC had been funded in part by the Board of Adult Education through LCSA over many years with a review of the funding program resulting in its discontinuation in the previous financial year. As such, the Centre funded LEC through its own funds in 2011 and unfortunately discontinued the course in 2012 when further funding was unavailable.

### Tax Help Program

The Centre was able to participate in the Tax Help Program in 2011 whereby a trained volunteer provided assistance to residents on low incomes, on pensions and benefits, of non – English speaking background, Aboriginal and Torres St Islander or who had literacy or numeracy problems in completing their Tax Return. The Program was again popular in 2011 with a total of 22 individuals assisted over an eight week period – an increase on the previous year.

Many thanks to 2011 Tax Help Volunteer Henry Luo and to the Staff at the Australian Taxation Office for making this valuable community service available.

### Introduction to Computers

Over the past year the Centre hosted two Computer classes in partnership with TAFE NSW - each attended by 17 students. This free 18 week course is delivered through the Outreach Section of Bankstown College of TAFE and is designed for anyone who would like to develop new skills in a relaxed and friendly environment. TAFE supply the computers and the teacher and the course covers the basics of operating a personal computer, using Microsoft Word, surfing the internet and sending emails. The Centre provided child minding and undertook the promotion of the course.

### i.settle.with.IT

The Centre worked in partnership with Work Ventures in 2011 to offer the i.settle.with.IT Program to residents from Culturally and Linguistically Diverse backgrounds and humanitarian entrants to gain qualifications in IT



and to be able to teach others within their communities. The course was held over 5 days and participants developed their skills in Word, Publisher, PowerPoint, Internet and Email. Participants were also provided with training to develop skills in order to train others within their respective communities. The program utilised the 10 laptops purchased by the Centre and these were later made available to Participants to deliver training to community members, either at the Cottage or at Lakemba Library.

### Parenting Programs

This year we delivered three parenting programs with assistance from small grants received through the Strengthening Families and Resourcing Parents Inner West Grants Scheme. These programs enable parents to gain information to assist them in their parenting role, share their stories and parenting tips, as well as meet other parents in a relaxed and friendly environment. Childminding was provided to assist parents attend and a celebratory lunch was provided on the last session.

#### The three parenting programs included:

**Triple P Parenting Program** - This was run in conjunction with Catholic Care and ran over 3 weeks during October 2011. A total of 9 women attended.

**Triple P for the Rohingya Community** - In response to consultations with the Rohingya community we ran the Triple P Program over 3 sessions in November 2011. Catholic Care in conjunction with Nasimar Nunu, a Rohingya community worker placed with us during the Metro MRC Bilingual Educators Project delivered the program together. A total of 4 women attended.

**Get Connected@Lakemba** - An innovative program designed and delivered by our Centre in conjunction with Jaqueline Walker from Tresillian Family Care Centres. The aim of this course was to assist parents improve their parenting skills and knowledge through exploring the many parenting resources, programs and tools that are available online. Each participant had access to a laptop during the class. A total of 5 sessions were run

focusing on Children's Health and Development; Learning and Educational Resources and Cyber Safety. The course was held during June 2011 with a total of 11 women attending. Feedback was sought from participants at the end of the course and a training manual will be developed to enable other services to borrow the laptops and run this training with their families.

### Women's Information Seminar Program

The Women's Information Seminar Program aims to improve the quality of life for local women and their families through providing information on various health issues and services appropriate to their needs.

In 2011/2012 speakers from local organisations were invited to address issues or concerns for women. In this way we hoped to increase access to local services by participants of the Seminar Program. Our sincere thanks to the speakers from the following organisations who have addressed the topics listed.

- **Women's Health & Vitamin D** - Leichhardt Women's Community Health Centre
- **Manage Your Moods** - Leichhardt Women's Community Health Centre
- **Preventative Screenings** - Leichhardt Women's Community Health Centre
- **Our Health is Precious** - Leichhardt Women's Community Health Centre/Metro MRC Sudanese Bi Lingual Community Worker
- **Tenancy Rights** - Southern Sydney Tenants Advice and Advocacy Service
- **Racing to Grow Up** - CatholicCare
- **Natural Beauty Care (x 2)** - SAVE
- **How to Vote** - Australian Electoral Commission
- **Consumer Law and Scams** - Office of Fair Trading
- **Laughter Workshop** - Light Hearted Solutions

The Seminar Program offered a total of eleven seminars this year attended by 192 residents - attendance has ranged from 5 to 30 women at each session. Morning tea and child minding are provided.

The benefits of the Seminar Program can be seen in the increased knowledge of local services and issues amongst participants.

### **Wolli Creek Bio Diversity Tours**

In 2011/12 the Centre facilitated three groups to visit Wolli Creek with the help of Sophie Golding (SAVE) and Peter Stevens from the Wolli Creek Preservation Society. In September 2011 a group of 22 women with children went for a bush walk and enjoyed a picnic lunch in the valley. In March 2012 a group of 20 women from the Rohingya community with support from STARTTS also enjoyed the valley and likewise a group of 9 women from the Sudanese community visited the area in April 2012. Participants were able to learn about the bio diversity in Wolli Creek, discover the beauty in our natural environment, spent some quality social time and got some exercise. The evaluations were extremely positive – a number of women have since been back to the Valley taking their families and friends with them.



### **National Recycling Week – Swap Party**

In November 2011 the Centre held a Swap Party during National Recycling Week where 22 local women brought in various items of clothing and accessories for which they received a Swap Party token. When the clothes were sorted all participants were invited to browse the tables and choose other items in exchange for their token. If two or more people chose the same item a game of scissors/paper/rock decided the new owner. All participants stayed for a light lunch and a time to socialise.

Evaluations were very positive with participants valuing the positive impact of the party on the environment.

### **English Classes**

During the past year we have offered a Beginners English Class over one Semester and an Intermediate English Class for Women over two school terms. Childminding was available during all sessions. The Beginners Class was offered through Bankstown College of TAFE Outreach Section. The Wednesday English Class for women has always been funded by the Centre and was held over two school terms in 2011. The class was discontinued in 2012 due to funding issues and we thank Veena Roy for her work in conducting this class.

### **Childminding**

Access to many of the Centre's programs and activities by local women has been enhanced by the provision of childminding. We have been able to offer childminding on over one hundred separate occasions, during English classes, Computer courses, Parenting groups, Women's Business Courses, and the Women's Information Seminars. Thank you to our wonderful Child Minding Staff over the year - Sagorika Sultana, Khanm Tamou and Najia Akter. In 2012 many of the activities requiring child minding have relocated to The Cottage and the children are cared for in the more suited area there - including access to an outdoor play area.

### **Canterbury Older Men - New Ideas Group (OMNICAN)**

OMNICAN was established by the Centre in 2000 and has been successfully operating since that time. It is self-governing, although receiving some support from the Centre through providing a venue for meetings, assistance with organising guest speakers and some administrative support.

OMNICAN invites occasional guest speakers and members of the group present topics they are interested in for discussion. The success of the group is due to the enthusiasm of the men involved and their willingness to contribute to its on-going role in the community.

### Knitting from the Heart Group

The Knitting from the Heart Group has continued to meet each Friday during School terms at The Cottage where the women enjoy working on various community projects, whilst getting to know other local women and connecting to community. Membership is fluid and ever changing, with some knitters participating from home.

Over the year projects have included:

- Knitted shawls for the women of the Addis Ababa Fistula Hospital in Ethiopia
- Knitted beanies and assorted scarves for distribution to the homeless community through the St Vincent de Paul Society Night Patrol
- Extra-small knitted beanies for the premature babies at RPA Neo Natal Intensive Care Unit
- Possum pouches for orphaned wild life under the care of WIRES
- Knitted blankets for toy cradles sold at The Men's Shed Toy Sale



Our knitting group represents a diverse group of ages, languages, religions, cultures and knitting skills. The group provides a social outlet for many local women, an outlet for women who have become less mobile and a sense of contributing to some really worthwhile projects. During the year the group enjoyed an outing to see the Knitted Garden at Hurstville Regional Gallery and later enjoyed lunch together.

### Sewing Survival

The Centre has conducted a ten week short course in basic sewing, or survival sewing, each school term over the past year. Growing in popularity each course is attended by a number of women who get

together to learn the basics of sewing simple garments, whilst having the chance to socialise and meet other women. The group meets at the Cottage at the same time as the Knitting from the Heart Group and it is pleasing to see the cross over of skills, stories and experiences between the two groups.

### Active Kids Playgroup

The Active Kids Playgroup is run in partnership with Lakemba Uniting Church and is attended by 40 local families who meet each Wednesday morning with the support of Romana Waseem from the 4cs and Margaret Peterson from the Uniting Church.

### Haldon St Festival

The Haldon St Festival held in September 2011 was yet another successful event organised by Canterbury City Council and the Haldon St Festival Organising Committee. It seems that each year that passes the Festival increases in size, attractions and community harmony.

The Haldon St Festival has become an extremely important and a much anticipated event for Lakemba residents. We are proud to participate on the day and more than happy to have participated as an active member of the Organising Committee since the first festival was held in 2000.

Once again the Centre had its own free standing stall and 'branded' many visitors with our famous... I ♥ Lakemba temporary tattoos.

### Stress Management Through Dance

In partnership with Sharon Todd from Leichhardt Women's Community Health Centre we ran two dance sessions during May, to assist women dance their cares away. The classes were lots of fun with women learning simple movements and actions to reduce stress. A total of 17 women attended both classes.

Thank you to all the staff who have supported the Lakemba Neighbourhood Centre project during the year - our community has benefitted enormously from the community development skill and hard work of Kate Maclean and part time/casual Community Workers Romana Waseem, Jerisa Nigo, Dimity Figner, Veena Roy and Patrice Labanie. Thank you all.

## Lakemba Women's Health Clinic

In November 2011 the Lakemba Women's Health Clinic started from the Centre's offices in Railway Parade. This service has been made possible through a partnership between the Centre, Leichhardt Women's Community Health Centre (LWCHC) and the Central Sydney General Practitioners Network (CSGPN). The Clinic operates every second Wednesday from 9.30am – 2.30pm and is staffed by Chris Finnie, a women's health nurse employed by Leichhardt Women's Community Health Centre. The service is free and confidential and women are seen by appointment for a range of women's health issues including: cervical screening and breast health; contraception and menopause advice; emotional health and well being and general health screening including: cardiovascular risk assessments; blood pressure, cholesterol and glucose tests.

The official launch of the Clinic was held on the 22<sup>nd</sup> February 2012. Attended by local women, representatives from CSGPN and LWCHC, local Doctors and workers from other health and welfare services, it was an opportunity to find out more about the clinic, meet the staff involved and celebrate this new service for women.

During the first 6 months of operation between November 2011 and April 2012 a total of 44 women have attended the Clinic with 544 presenting health issues and 57 referrals provided. The Clinic is currently booked out in advance.

With the assistance of Jerisa Nigo from the Metro MRC's Bilingual Educator Project, the Clinic has been particularly successful in engaging women from the Sudanese Community. Jerisa's enthusiasm and friendly face has been vital in encouraging women from Sudan to attend the clinic.



## ENVIRONMENT@ LAKEMBA



From the Listening@Lakemba consultations and forum, one of the major concerns identified by residents was the amount of littering and household goods dumped on the streets and parks of Lakemba. Many people thought it affected how people felt about the local area and wanted to do something about it.

On Sunday 4<sup>th</sup> March 2012, our Centre in conjunction with Canterbury City Council organised an event as part of Clean Up Australia Day. Approximately 12 people met at the Centre to clean up litter along Railway Parade Lakemba. After collecting 8 large bags of rubbish we enjoyed a BBQ and tours of the Lakemba Community Garden at

Jubilee Reserve, with members from the Bangladesh Community who had organised a clean up day at Parry Park. It was a great opportunity to meet others interested in improving the local environment.

Given the success of the Clean Up Day and interest from local residents to be actively involved in reducing Lakemba's litter problem, the action group Environment@Lakemba was formed. A total of 17 people attended the first meeting on May 9<sup>th</sup> to raise their concerns about rubbish and littering in the local area, as well as decide what actions the group could undertake to reduce the problem.

The group decided that community education was vital and agreed that it's first three actions would be to; develop a simple tip sheet on how to keep Lakemba beautiful, talk to the community about reducing litter at the Haldon Street Festival and organise an additional clean up day in October.



## Listening@Lakemba

### Funded under the NSW Government Community Builders Program

Funded under the NSW Government Community Builders Program the Listening@Lakemba Project aimed to build capacity in the local area through hosting a series of community consultations, interviews and surveys to find out what people like about living in the local area, the pressures that themselves and families face; what they would like to see change and how together we can make those changes happen.

In October 2011 50 students from Bankstown College of TAFE interviewed householders using the Lakemba Household Survey. This was completed by 320 residents who either answered the door or completed the survey through their participation in groups hosted by various community partners. Thank you to the fabulous students from the College and their teachers for supporting the Project. The results were collated using a Data Collection Frame designed by WESTIR and formed the basis of a number of issues identified for discussion at the Community Forum. Thank you to WESTIR and particularly to Niro Kandasamy for such valuable input and guidance to the project.

On the 30th November 2011 nearly 180 people attended the Listening@Lakemba Community Forum and Lunch hosted by the Centre. Participants at the Forum included residents and workers and it was pleasing to see the overwhelmingly positive response on the day, and through the surveys, that people really do ♥ Lakemba! Locals appreciated the multicultural nature of the suburb, loved the access to shops and services, felt safe in their community, and responded positively to social inclusion measures such as talking to neighbours and people from other cultures.

The Listening@Lakemba Report 2011 is now complete. The report was compiled by Niro Kandasamy from WESTIR and includes a summary of the household survey, consultations and Listening@Lakemba Community lunch and forum.

At the Forum over 70 people put their names down to work with the Centre in addressing some of the issues raised through the Listening@Lakemba process. In January 2012 we commenced contacting people who put down their name on a particular issue to be part of working groups that include community members and organisations.

#### The top four issues identified were:

1. Social isolation of women and lack of programs and activities for women
2. Housing - lack of affordable and suitable housing, high rent & rent auctions
3. Rubbish, littering and dumping of household items on the street.
4. Lack of programs and activities for children.

THANK YOU to everyone who has contributed to Listening@Lakemba being such a success. In particular we acknowledge the support of the following partners:

- WESTIR
- Bankstown College of TAFE, Community Services Section
- Inner South West Community Development Organisation

- Jannawi Family Centre
- Lakemba/Wiley Park School as Community Centre
- Metro Migrant Resource Centre;
- City of Canterbury Library Services;
- Fraternal Society of Tripoli and Mena
- Canterbury Family Support Service
- Sydney South West Area Health Service Good Beginnings
- City of Canterbury
- United Muslim Women's Association.

The next stage of "Action@Lakemba" commenced with projects addressing the social isolation of women and the environment first to be initiated.

Listening@Lakemba was nominated at the 2nd Annual ZEST Awards 2012 in the Exceptional Partnership Category.

A copy of the Report on Lakemba Consultations, Household and Organisation Survey can be downloaded from our website.



## Lakemba Women's Social Space

The Listening@Lakemba Forum highlighted a need from local women for a place to meet other women and socialise in a relaxed and friendly environment. Responding to this, local women worked with the Centre to create the Lakemba Women's Space - a place where women can try a new activity, learn something new, meet other women and relax.

The Lakemba Women's Space was established at a community meeting in February 2012 and is run by women for women.

Activities are held each Thursday 10am to 1 pm at The Cottage, 28 Croydon Street Lakemba. All activities are free and children are welcome.

The women determine what activities they want to hold and plan them in advance. So far the women have shared skills in cooking, crafts, beauty care, exercise and have participated in the regular Information Sessions.

Attendance each week varies but averages at approximately 15 – 20 women each time. A monthly highlight is the opportunity to share lunch together.





## Women's Business

### Women's Business Workshops

In July 2011 with support from Canterbury City Council's Financial Assistance program we were able to deliver a series of workshops and information sessions supporting women in Canterbury to establish a home based business. The workshops were particularly aimed at women from culturally and linguistically diverse backgrounds who can find it difficult to access employment due to language, cultural and education barriers. Establishing a business from home is also a way that many women can use their current skills, manage family life and earn an income at the same time.

The workshops were run in partnership with a range of organisations and we'd like to thank representatives from Canterbury City Council, the Department of Fair Trading, NSW Dept of Industry and Investment and MTC Work Solutions who delivered the workshops below. A particular thanks goes to Maria Cook from the Business Enterprise Centre for St George and Sutherland who ran several of the sessions and inspired many women to take those first steps in planning their own small business.

A total of 142 women attended the 6 workshops from June – November 2011, topics were:

- Assistance to Start a Home Based Business
- Write a business plan for a successful business
- NEIS – New Enterprise Incentive Scheme
- Marketing Basics – Low cost strategies
- Designing a Website to Build Customer Loyalty
- Council Regulations and Consumer Protection Laws

Given the popularity of the above workshops and requests by women for more information and support in establishing a business from home, our Centre worked in partnership with Sydney Community College to secure funding from the NSW Government's Adult and Community Education Unit's Social Inclusion Program to run the Certificate III in Micro-Business for home based business.

### Certificate III in Micro Business

In February 2012 in partnership with Sydney Community College, we commenced the Certificate III in Microbusiness Course for women interested in establishing and running their own home based business. A total of 22 women started the course with a range of talents and ideas that they have been keen to develop into their own small business.

The program includes weekly group sessions for training and discussion, one-on-one mentoring sessions and English support. It is due to complete in December 2012. One of the highlights is the support and discussion within the group – practical suggestions, comfort on the bad days and cheers on the good ones. Laughter is frequent!

These are what three of the women have to say about themselves:

*"I'm originally from Egypt, a mum of four. I always dreamt of having a coffee shop that's kid-friendly and where I can offer some activity time for children while their parents enjoy a cuppa with my homemade yummy sweets. Now Sasa's Corner is finally a dream come true".  
Sahar Elsemary*

*"I came to Australia from Bangladesh about three years ago. I finished my bachelor degree in botany at Dhaka University in Bangladesh. My business idea is importing spices from different countries."*

*Feroza Yasmin*

*"My name is Natalia. I am a Russian immigrant, a mother of a two-year-old girl and a former teacher. My business is called My Craft Room and I will offer craft classes for pre-school children, using recycled materials".*

*Natalia Vinogradova*

### Social Media for Home Based Business

In partnership with Sydney Community College we ran the Social Media course for 10 weeks with a total enrolment of 12 women. This course enabled women to plan and create an online presence for their home-based business, as well as to think creatively about their business and use Twitter, Linked In, Facebook, Blogs, Youtube and other social media to promote their products and services.

The program was delivered by expert trainers who own a small business and successfully use social media marketing strategies.

Between classes students used social media to stay in contact with the group and tutors as they developed their social media strategies.

All twelve students successfully completed the course and received the following units of competency from the Certificate III in Micro Business:

- BSBCRT301A - Develop and extend critical and creative thinking skills
- ICAWEB201A Use social media tools for collaboration and engagement.



## Senior's Week

This year CCCC celebrated Seniors Week 2012 by holding a number of events.

Garden Care held two free workshops in partnership with Canterbury City Council-at Canterbury Earlwood Caring Association (CECAL) and at CCCC. The sessions were on "Planning your garden for retirement". Emma and Lana from Canterbury City presented on the NSW Government Home Power Savings Program and on the impact of noxious weeds on biodiversity in the local area. About 30 people attended the workshops.

We also held a free workshop at the Cottage called "Find Me on Facebook" to help local

seniors connect with friends and family using social media. The workshop was presented by Anne-Marie Kerr from Tri Community Exchange and was attended by 12 local residents.

STARS also held an information stall at the Canterbury City's Seniors Expo at Roselands and provided information to seniors about the many benefits, mental and physical, of volunteering in their community.

The Canterbury Men's Shed hosted two barbecues, and with thanks to Canterbury City Council, information on the Home Energy Savers Scheme was presented.



## Lakemba Community Garden

**Funded by the City of Canterbury, SAVE and the NSW Government, Community Builders Program**

The Lakemba Community Garden was established in 2010 as a partnership between the Centre, Canterbury City Council and the SAVE project. In 2011 the ongoing support of the Garden has come under the umbrella of our Community Builders Funding as part of the Lakemba Neighbourhood Centre Project.

Membership of the Lakemba Community Garden is open to residents within walking distance, and who do not have access to their own garden, and provides an opportunity to grow fruit, vegetables and herbs in the company of other residents. The Garden is a space where local residents can contribute toward sustainable living in Sydney. Residents who do not want to hold a Plot can apply to become a 'Friend' of the Garden and attend training, working bees and social events.

The Lakemba Community Garden is located in Jubilee Reserve on the corner of Railway Pde and Bellevue St Lakemba. It has 29 Plots available for lease – 17 large and 12 small – as well as areas for composting and community education.

All garden plots have been leased during the year and as of June 30 we have a small number of 5 residents waiting for a Plot to become vacant.

Our Plot Holders come from 12 different language and cultural groups, are of different age groups, men and women, experienced and beginner gardeners. It is wonderful to see extended families and the broader community also enjoying the garden.

The Lakemba Community Garden delivers community savings, financial savings and environmental savings. The benefits of community gardening include:

- easy access to fresh, nutritious food;
- a sense of achievement that comes through growing some of your own foods;
- making friends with people in the neighborhood;
- learning the skills of gardening;
- healthy outdoor exercise; and
- improving the local environment.

Although an activity of the Centre, the Lakemba Community Garden is run by the Gardeners through a small Advisory Committee which was elected in July 2011. This Committee has met on a regular basis throughout the year and was open to re-election in July 2012. Thanks to Committee members Sylvia, Latifah, Jeannette, Jacques and Annette.

### Community and Training

The Lakemba Community Garden also provides a space for training and community activities. Over the past year **18** workshops have been attended by **242** people. Workshops have been held either at the garden, the Centre or as part of a bus trip to other places of interest. Topics have included;

- Window Box Workshop
- Birds in Backyards
- Sustainability Workshop for Arabic Speakers
- Lunar Planting and Crop Rotation
- Natural Pest Management
- Gardening in Small Spaces (x 3)

- Earthworks - five sessions held over four consecutive weeks including Waste and Recycling, Water & Energy Saving, Community Outreach and Presentations, Green Cleaning and Smart Shopping, Composting and Worm Farming.
- Introduction to Native Bee Keeping
- Visit to Chullora Waste Depot
- Food Preservation and Pickling
- Permaculture Tour
- Indigenous Gardening

Our thanks to all Trainers with special appreciation to SAVE and to Canterbury City Council (Emma Howcroft and Matt Davis) for organizing many of the workshops in partnership with the Centre.

The Centre purchased a free standing noticeboard made from recycled materials which was erected in the garden by Council Depot staff – not an easy job. The Noticeboard is used to promote up-coming workshops and other community information.

The Centre also worked with Lakemba Library to create a My Books collection in the Library where Reference Books purchased by the Garden would be available to borrow through the Library system – these books are also available to the wider community.

### Launch of the Lakemba Community Garden

The Lakemba Community Garden was officially launched by Canterbury Mayor and State Member for Lakemba Robert Furolo on Saturday 24th September 2011. The day was a highlight for the year and included stalls from Canterbury City Council, Inner West Seed Savers Network and Canterbury City Community Centre. Reverse Garbage ran two workshops for children in making scarecrows for the garden, a sausage sizzle was enjoyed by many and our wonderful gardeners gave tours (and produce) to admiring local residents.



Community Education and Training

Thank you to our fantastic Lakemba Community Gardeners for their enthusiasm and commitment and to all the Garden supporters who have helped with training, funding, advice and time.



Launch of the Lakemba Community Garden



## Canterbury Men's Shed

**Supported by the Canterbury CDSE Scheme (Campsie RSL Club Ltd) & Australian Men's Shed Association (AMSA)**

The Shed provides an opportunity for social contact and meaningful activity for men aged 55 years plus in the Canterbury LGA and promotes the health and well being of men of all ages. The Canterbury Men's Shed contributes to building a strong and healthy community.

In 2011/12 membership of the Shed has averaged at 32 men, with numbers of new members increasing in 2012. The Shed currently operates on Wednesdays and Fridays, and is also involved in a mentoring project with High School students on Thursdays. Numbers are currently at capacity and expanded days may need to be considered shortly. The Shed also hosts the Community Bike Shed on the first and third Saturday of the month and supports the operation of the 'Day Care with a Difference' activity on Tuesdays at the main Centre.

During the past year the Shed has been impacted by a significant loss in income which, when combined with a loss of income to the Centre, made the employment of a full time Co ordinator impossible. Evan Kallipolitis finished as Mens Shed Project Officer in December 2011 and we thank him for his work at the Shed.

We appointed a part time Coordinator in February 2012 and Glenn Harding accepted the challenge working just two days a week. 2012 also saw significant changes in how the Shed is run with members of the Steering Committee and Team Leaders accepting a greater role. Special mention is made of Francis Carver, Jacques Chaperon, Art Tangco, Brian Brookes and Bruce Hanslow for their support and commitment.

A typical day at the Shed involves the men working on projects together, or separately, sharing ideas and problem solving, plenty of conversation and time together over lunch or a cuppa. Every month the men hold a BBQ which is enjoyed by all – the importance of this time for social interaction is very important in the Project and one of the key reasons it was established.

### 2012 Survey Results

A comprehensive survey of members was undertaken in April 2012 where opinions about layout, activities, membership and suggestions for improvements were sought. The majority of responses were positive about the Shed and affirmed the important role the Shed plays in building friendships and community.

*"A day with men for friendship and ability to discuss life, family, holidays and sickness. You find warmth and realise that other men have similar problems and sickness. To learn to make things and use different tools and machines."*

### Toy Sale

In November 2011 the Canterbury Men's Shed held a toy sale and raised over \$2000 for purchasing new tools or materials for the Shed. The toy sale was in response to requests from the public to purchase items being made at the Shed. Assistance was also provided by the Knitting from the Heart group, family members and friends who supplied additional finishes to some of the craft and gift items made. It was a great day with cakes and a barbecue also raising funds.

### Projects

In 2012 the men have undertaken a number of projects in support of other not for profit groups.

The process in developing and completing a project takes a great deal of communication and skill in seeing the job through. The men have managed these projects through the purchasing and design of the items, to construction and delivery. Projects undertaken this year have included;

- Drums for Beverly Hills Public School
- A mobile Tool Cabinet for the Community Bike Shed
- Mobile Play Cart and children's craft items for Canterbury Earlwood Caring Association
- The restoration of a desk, cabinet, notice board, memorial shield and memorial pedestal for Earlwood Uniting Church
- A repair work on numerous bits of furniture for a number of local seniors.

### Karl Reindler Visit

In December 2011 Karl Reindler, V8 Supercar Driver with Fair Dinkum Sheds, visited the Canterbury Men's Shed to spend some time with the men and enjoyed a barbecue and getting to see a little bit of what men's sheds are all about. Karl also brought his V8 Supercar which was a novel sight in the streets of Campsie.

### Seniors Week

The men hosted two barbecues during Seniors Week where information about energy saving programs was also available.

### Work Health and Safety

2012 and the introduction of the new Work Health and Safety legislation has seen a renewed focus on health and safety at the Shed, with all machines tagged, site inspections and Fire Drills held. The safety of members is our first priority and we have implemented new procedures to ensure all members are trained and assessed for all items of equipment.

### Funding

The Centre has continued to apply for funding with success once again in 2011 from the Canterbury CDSE Committee with \$5000 allocated for 2011/12 from Campsie RSL Club. We also successfully applied for a small grant from the Australian Men's Shed Association to support the partnership project with Metro MRC and Petersham TAFE.

### Project Partnerships

From July 2011 through to March 2012 the Centre worked in partnership with Metro MRC and Petersham TAFE to support a project for younger men from Refugee backgrounds to obtain their Certificate II in construction. The course consisted of one day in the Shed where participants developed practical skills in wood work and gained experience with the tools and equipment as well as another half day at the MRC which included English and literacy classes.



In 2012 the Canterbury Men's Shed formed a partnership with Creating Better Career Connections (CBCC) and Condell Park High School in establishing a mentoring project for young men at risk of disengaging from school and limiting opportunities for employment. Congratulations to Shed mentors Jacques Chaperon, Ian Fairbanks, Dick Maney and David Brown for their work in this project. In a short time the outcomes for the younger blokes have been extremely positive with two of the five participants enrolling in TAFE.

### Appreciation

The Canterbury Men's Shed has always benefited from a broad base of community support – it was a strong commitment from many individuals and Organisations which saw it established in 2007 and later saw it move to its own home in 2010. We are extremely grateful to Canterbury City Council for the provision of the premises which accommodate the Shed at a peppercorn rental. We also thank Campsie RSL Club, Belfield RSL Club and AMSA for their financial support this year as well as the many local residents, Austral Ply and J S Cutting Formes for their donations of timber and hardware.

Finally appreciation goes to the men themselves who run an inclusive and welcoming Shed which contributes an enormous amount to the capacity of the local community.



## Centre Based Day Care 4cs Friendship Group

**Supported by funding from the Department of Family and Community Services, Ageing Disability and Home Care under the Home and Community Care (HACC) program**

The 4cs Friendship Group provides a weekly social activity for frail aged residents, people with disabilities and their carers, in the Canterbury Local Government Area. The aim of the service is to assist elderly residents remain living independently in their own homes and avoid institutional care through the provision of social support.

This year we have had 31 regular Service Users attend our group. We have 2 people on our waiting list and have referred 3 to other services during the year.

### Activities

The group meets each Thursday at the Centre and door to door transport is provided for those who are unable to travel independently. A typical day can involve Morning Tea, a Guest Speaker, some games or even a performance, lunch and plenty of time to socialise and catch up with friends. Sometimes we have 'Show and Tell' or a discussion on a topic of interest or current affairs. Before lunch there is always Gentle Exercise which is sometimes led by one of our group members. Lunch can be gourmet sandwiches,

or in the cooler weather a nourishing soup or pasta bolognese and of course dessert! After lunch all enjoy some games of bingo and perhaps a sing-a-long or an impromptu piano recital. Special Days are celebrated throughout the year such as:

- Father's Day / Mother's Day
- Melbourne Cup Day when we have a Hat Parade and a sweep
- Australia Day gives us the opportunity to sing some Aussie songs and share stories
- Valentine's Day where we listen to some romantic crooners and perhaps have a dance
- Easter when we have a Hat Parade and an Easter egg hunt
- End of Year Celebration where we were entertained by Kris and her feathered friends and received presents from Santa
- Senior Citizens Week

### Guest Speakers / Information Share

We aim to assist people who attend the Group with information about other services and issues. During the year Guest Speakers who have presented to the group include:

- NSW Fire Brigades from Lakemba Fire Station
- Centrelink
- The Office of Public Trustees on Wills and Power of Attorney
- Companion Card representative
- Riverwood Shopping Service
- Concord Hospital staff on Osteoporosis
- Hearing Australia

The group has also received information on the following topics:

- Community Aged Care Packages
- Community Podiatry Service
- High Blood Pressure and Kidney Care
- Happy Habits
- Insomnia
- Male Menopause
- Keeping Your Brain Fit
- The Benefits of Certain Foods
- Happy Habits
- Legal Pathways

## Outings

Twice a month on a Thursday and a Tuesday we have an outing on the bus. Often we will visit a club for lunch and perhaps see a show. Some other places we have visited include:

- Carrs Park for a fun picnic in the park
- Darling Harbour for lunch at The Kazbah
- La Perouse for a seafood lunch

Cruising along the Georges River enjoying Devonshire Tea, lunch and a sing-a-long

The outings give service users the opportunity to explore new places that would not be possible without the support of the group.

## Day Care With a Difference

Day Care With a Difference is a group for frail aged people who like to do light woodwork and craft activities and it has operated on the 1st and 3rd Tuesdays during the year. In May 2012 the Centre received growth funding under the HACC program which has enabled the group to expand to a weekly service including a monthly outing and barbecue day. On the second Tuesday of the month, both the Day Care With a Difference clients and the 4cs Friendship Group clients join up for an outing so they get to interact and share stories and information. Lighter wood work activities are carried out at the Centre including painting, sanding, and assembling of kits made at the workshop. The Canterbury Men's Shed has supported the activity through supplying materials and expertise. A beautiful morning tea and lunch is provided for the men attending this activity. There are now 8 residents attending this group on a regular basis and numbers are expected to grow once the group becomes established in its expanded format.

## Volunteers

The success of our Centre Based Day Care program and the attention and assistance that we are able to give to our service users is largely thanks to our wonderful team of dedicated volunteers. This year we have welcomed three new members to our "volunteer family" – Maree Shanahan, Ines Zarate and Marie Papi. Anisul Haque who volunteered for us on Tuesdays has left to return to full time studies, and Anne Badjakian has taken some time off for health reasons. We miss them.

Thank you so much to these and all the other volunteers, Layla Lavorato, Almaz Matar, Elaine Lawler, Giselle le Bon, Seta Sissaguian, Sylvia Kefalianos, Pathmini Selvanayagam and Abul Azad. Your contribution makes such a difference to the lives of others on a weekly basis.

What is also so impressive about this volunteer team is their commitment to keeping their skills refreshed and learning new things by regular attendance at training sessions. This year the team has attended training in: Safe Food Handling, Manual Handling, Volunteer Boot Camp (Duty of Care and Managing Emotions at the Frontline), Dealing with Complaints and Feedback, Goal Setting and Decision Making and Working with HACC Clients with Vision and Hearing Impairments. Deb Helmrich, STARS Community Training Officer describes them as "superb role models to other volunteer teams."

Also many thanks to these volunteers who also make up the Service Support Subcommittee who assist by giving up their time to attend meetings where the year's program is planned and any problems can be discussed and action determined.



## Acknowledgements

Special thanks to Bankstown Community Transport who are always accommodating in providing us with transport and driver, and willing to go that extra mile when we require an extra bus! Thanks also to the Department of Family and Community Services – Ageing, Disability and Home Care for your support of the service. Thanks to the Centre staff for assistance and support. Most of all, thank you to all the members of the group who come along each week and share their stories and friendship with us.

Rosanna Hasan  
Canterbury City Community Centre Inc.  
Centre Based Day Care Coordinator



# Community Bike Shed

**Funded by Canterbury City Council and SAVE**

The Community Bike Shed was established in June 2011 resulting from a partnership between the Centre and Canterbury City Council and was supported by the SAVE Program, a partnership between City of Canterbury, City of Sydney, Marrickville and Randwick Councils and Housing NSW. It is assisted by the NSW Government through its Environmental Trust.

The Objectives of the Project are to:

- To build community capacity to repair and maintain bicycles
- To increase awareness of the benefits of cycling and encourage greater community participation in cycling

To promote community connection, increase social networks and improve social inclusion by working together to repair and build bicycles for donation

Canterbury residents over the age of 18 can join the Community Bike Shed and no experience working on bicycles is required - just an interest in learning and a willingness to work with others. Members meet on the first and third Saturday of each month at the Canterbury Men's Shed to repair old unwanted bicycles and to make them available to others in the community who may not otherwise

have access to a bike. The Community Bike Shed does not sell or give bikes away directly to the public.

Donations of unwanted bicycles, tools or bike parts are welcome and we thank Canterbury City Council for creating storage space adjacent to the Shed for all the bits and pieces. Thanks also to the Canterbury Men's Shed who have created a purpose built mobile Tool Cabinet for the Bike Shed's tools, nuts and bolts.

Community Bike Shed Supervisor Sebastian Calvo Ordenes was employed in June 2011 to oversee the Project and in the first few weeks of operation seven Canterbury residents became Community Bike Shed Members. Sebastian finished with the Project in July 2012 and we thank him for his work in establishing such a harmonious and productive team.

## Bike Maintenance Workshops

Canterbury City Council organised eight basic bike maintenance workshops at the Community Bike Shed to provide training for the local community and to recruit new members. The workshops provided hands on and practical tuition in the basics of bicycle maintenance – with attendees learning how to repair a flat tyre, maintain brakes and gears, and undertake essential safety checks. The workshops were well publicised and attracted many of our inaugural Community Bike Shed members to the Project.

## Members

During the year the Community Bike Shed has had 12 members aged from 16 to 60 + years of age. The majority of members joined because they had an interest in bicycle repair skills, wanted to volunteer their time and learn new skills.

*"After attending a bike maintenance course at the Men's Shed, which gave me a better understanding of the importance of maintenance, keeping a bike safe to ride... I jumped at the opportunity to use and enhance what skill I had, helping others to have the thrill of riding a bike getting from A to B."*

Members have developed skills during the year and all members report increased confidence in undertaking bicycle repairs from when they started. The 'added bonus' has been the friendships and enjoyment achieved in spending time doing something you enjoy with people you like.

*" I look forward to every second Saturday morning. Nothing like getting your hands dirty with a group of friends working together, having fun, helping others"*

### Bicycle Repairs

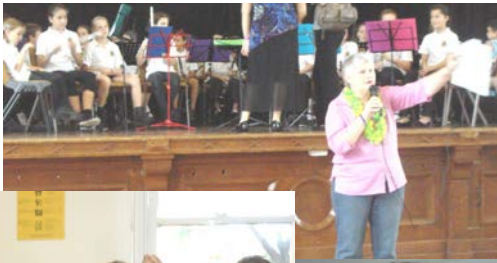
In the twelve months from July 2011 members have repaired 30 bicycles which has represented over 500 volunteer hours dedicated by members. The bikes have required repairs to brakes, gears, and tyres and each is catalogued then checked before being given to a community member.

The repaired bicycles have been given to the Somali Centre at Lakemba and to Riverwood Community Centre for distribution to eligible residents. The project has measurable environmental benefits as well, with fewer bikes and bicycle components going to landfill.

Our thanks to Canterbury City Council and SAVE for their support of the Project, the members of the Canterbury Men's Shed for sharing their space, and Emma Howcroft (Canterbury City Council Sustainability Officer) for her passion and enthusiasm which has driven the establishment of the Community Bike Shed in Canterbury.

Emma Howcroft presented a paper at the SAVE Conference in July 2012 on the success of the Community Bike Shed and it was extremely well received.





## Canterbury Leichhardt and Marrickville STARS (Skills, Training and Resource Service)

**Supported by funding from the Australian and NSW Governments. Under the Home and Community Care (HACC) program**

STARS is a training, recruitment and referral service for volunteers, and covers the three local government areas of Canterbury, Leichhardt and Marrickville. We are funded by the NSW Department of Family and Community Services, Ageing, Disability and Home Care (ADHC) through the Home and Community Care (HACC) Program. We also receive assistance from Canterbury City Council and Leichhardt Council.

### STARS Staff

This year we said goodbye to Recruitment and Engagement Officer, Biba Honnet, who left us to follow her passion for working with refugees and asylum seekers. We wish her all the best.

We said welcome back to her replacement, Maureen Nash. Maureen has worked with STARS previously as the Training Officer, as well as a period filling in the SREO role. Glad to have you back on board, Maureen.

The STARS Training Officer is Deb Helmrich and the Coordinator is Gillian Whalley-Okafor.

### Training

STARS delivers a range of high quality, affordable and relevant training sessions to the community sector. Our training is delivered by STARS Training Officer, Deb Helmrich, who holds a Certificate 4 in Workplace Training & Assessment. Deb has established a well deserved reputation as an engaging and professional trainer. We also use specialists from other services and independent consultants with expertise and experience in their field.

Our training supports the sector and helps to build its capacity to meet the needs of clients, as well as service standards required by funding bodies.

This year STARS has delivered **64** training sessions, including the following topics:

- Manual Handling
- Working Within Boundaries
- Safe Food Handling
- Public Speaking & Presentation Skills
- Creating & Supporting Great Volunteer Teams
- Volunteer Bootcamp – Managing Emotions at the Frontline & Duty of Care
- Listening & Responding to Clients Needs
- Working With HACC Clients from Refugee-like Backgrounds
- Dealing With Complaints & Feedback for Volunteers
- Working with HACC Clients with Vision and Hearing Impairments (in partnership with Volunteer Network)
- Enabling Workshop – Promoting & Fostering Client Independence for Volunteers
- OH&S – New Legislation – Essentials for Volunteers

**During this period STARS delivered training to 332 volunteers and 441 staff – a total of 773 people trained.**

### Training Highlights

In partnership with Hammond Care we were able to offer staff in HACC Services three fully accredited TAFE Certificate courses in Dementia Care at no cost to students, to STARS and our main funding bodies.

This presented an amazing opportunity for local staff to upgrade their skills while also gaining a recognised qualification. Participants reported the courses to be stimulating and challenging.

Another training highlight was our session on Train the Trainer – Design and Deliver Outstanding Training Presentations. This was presented by Anne Maree Kerr from Tri Community Exchange who took participants through the do's and don'ts of creating effective PowerPoint presentations. The second half of the session was presented by Dr Denise Meyerson, Director of Management International Consulting. Dr Meyerson presented an extremely dynamic session on the cutting edge tools of training and how to present memorable sessions. She certainly did!



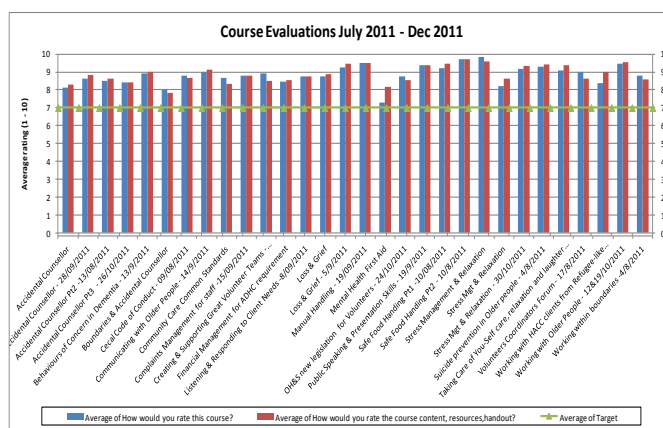
Goal Setting and Decision Making Training

A further training highlight occurred toward the end of the financial year with the opportunity to offer an accredited course in partnership with TAFE NSW, and through Bankstown Outreach, in Access to Work and Training with Units in Aged Care, for women from CALD backgrounds. Funded under the Productivity Places Program, the course was rolled out within a short time frame and filled with 19 women who were seeking employment in the industry through volunteering and training opportunities.

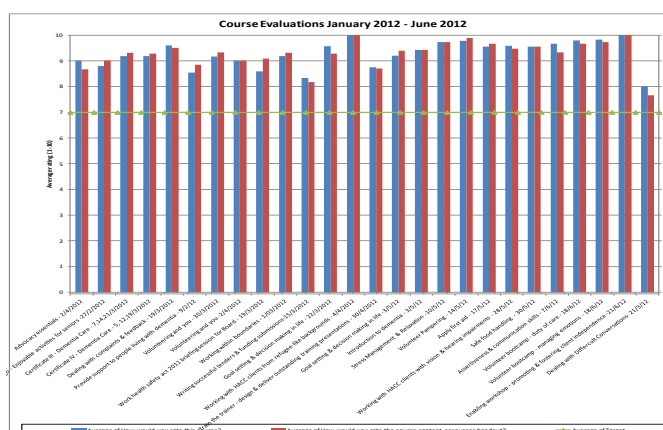
## Feedback

Course participants are encouraged to provide us with feedback after every training session. STARS achieved above its benchmark for 100% of training during 2011/12.

See graphs below.



Feedback Graph July to Dec 2011



Feedback Graph Jan to June 2012

## Volunteer Recruitment and Referral

STARS provides both a recruitment and referral service across the local government areas of Canterbury, Marrickville and Leichhardt. We recruit volunteers for positions in local not for profit organizations.

The STARS Volunteer Recruitment and Engagement Officer works with services to identify their volunteer requirements. They can then register with STARS who will assist them in filling these volunteer positions.

People interested in volunteering contact STARS seeking further information and/or assistance in finding a volunteer position that will suit their current situation, their interests and skills. An interview is arranged to access the needs of the potential volunteer, and to make appropriate referrals to organisations or to provide assistance in finding other pathways to meet their needs.

Promotion of the service is provided through a range of activities including social media, word of mouth, networking, community events and much more.

In 2011/2012, 154 volunteers were referred to both HACC and non-HACC not-for-profit services across the LGAs of Canterbury, Leichhardt and Marrickville.

People look to volunteer for a range of reasons. There has been an increase in people wanting to volunteer to gain experience in finding work. This is particularly high in the Canterbury area. Some volunteers stay for short periods of time, others become involved in organizations in many and varied ways.

Through follow up calls and emails with volunteers we find volunteering has assisted people build confidence, skills and helped them feel that they are making a difference in the community.

### **CASE STUDY (real name not used)**

Dina came to STARS seeking volunteer work with the sole intention of giving back to the community. She had just moved from another state for a period of time but wanted to use her time wisely. We referred her to an organisation in Marrickville in late 2011 as an administration assistant and she is still working with them. The organisation recently contacted us to thank us for sending Dina and said they don't want her to leave. Dina also does volunteering for the Home Tutor Scheme and has decided to relocate to Sydney permanently as she loves living here.

### **STARS Volunteers**

This year for the first time STARS recruited Administration volunteers to work within the team.

Elizabeth Syriopoulos and Suma Mysore started in early 2012 providing additional administrative support which has been invaluable. Suma was only with us for a short time before she found full time work as a clerk/receptionist. Hawa Tucker has now joined the team and is working well in the role.

### **Promotional Activities**

A vital role of STARS is to continually promote the concept of volunteering to the community and encourage volunteer participation.

We also promote to engage new services to register with STARS to assist them with their volunteer recruitment and broaden the volunteering opportunities for the potential volunteers that we interview.

In 2011/12 STARS engaged in the following promotional activities:

- Life Experience Count (LEC) Presentation
- Haldon St Festival
- Marrickville Festival
- Dulwich Hill Festival
- Canterbury Seniors Week Expo at Roselands Shopping Centre
- Seniors Week Expo at Marrickville Town Hall
- Southern Sydney Volunteer Expo
- International Women's Day Expo, Petersham
- Metro MRC English Class Presentation

### **Local Councils**

STARS worked with local Councils to promote volunteering including; Marrickville Seniors Expo and Canterbury Seniors Expo.

Meeting with staff from Leichhardt Council to discuss how to better work with Council to engage volunteers in their LGA.

STARS also publishes Volunteering Handbooks for each of the three Local Government Areas.

### **Golden Gurus**

The end of this financial year is the last for the Golden Gurus Program. Golden Gurus was an initiative of the Department of Education, Employment and Workplace Relations (DEEWR) and was an opportunity for older Australians to be voluntarily connected to community organizations. Funding from this program has provided STARS with a fantastic opportunity to up skill its Golden Gurus volunteer workforce through a range of training opportunities including Public Speaking and Presentation Skills; First Aid; and Safe Food Handling.

We also purchased some promotional materials and assisted a Leichhardt initiative in recruiting more Golden Guru mentors.

### **SPECIAL EVENTS**

#### **Volunteer Coordinators Forums**

STARS host regular Volunteer Coordinators Forums as a means of resourcing local Volunteer Managers and assisting them in "best practice" management of their volunteer teams.

In August, world renowned speaker and consultant, Martin J Cowling, presented two sessions on Social Media – Introducing Social Media – What You Need to Know and Implementing Social Media – Strategy and Pitfalls. Both vital training for Managers and Coordinators seeking to engage a range of people in their programs. Organisations need to be confident in using up to date technology to promote their services and to recruit volunteers. This is also one of the key focus areas in both the NSW and Commonwealth Volunteering Strategies.

Feedback on the sessions was very positive, with participants leaving the session armed with the information they needed to set up a page on Facebook or commence Tweeting!

### **NSW Government Launches Volunteer Strategy**

The Office for Communities launched The NSW Volunteering Strategy which will provide the framework for the development of the sector in NSW for the next decade.

There were 5 priority areas:

- Making it easier to volunteer
- Supporting organizations that work with volunteers
- Recognising and celebrating volunteers
- Support for Corporate Volunteering
- Better Volunteering Pathways

The strategy is the product of extensive consultation with volunteers across NSW, the organisations they work with, and the peak bodies which represent those organisations.

For a full copy of the Strategy go to:

**[www.volunteering.nsw.gov.au](http://www.volunteering.nsw.gov.au)**

### **NATIONAL VOLUNTEER WEEK 2012**

#### **Volunteer Breakfast**

STARS was invited by the Office for Communities to host a Volunteer Breakfast where the Guest of Honour was to be The Hon Victor Dominello, MP, The Minister for Citizenship and Communities. Local volunteers were invited along as our way of honouring them and thanking them for their great work.

The breakfast was also attended by Robert Furolo MP, Member for Lakemba and Shadow Minister for Citizenship and Communities, as well as Charles

Casuscelli, MP, Member for Strathfield and Glenn Brooks, MP, Member for East Hills.

Minister Dominello spoke to the NSW Government Volunteer Strategy that he had launched earlier in the week and thanked Canterbury volunteers and commended them for their contribution.

Over 40 local volunteers joined us for warm croissants, freshly brewed coffee and a range of yummy breakfast foods and the opportunity to socialize together.



Volunteer Breakfast Centre Based Day Care Volunteers

#### **Volunteer Pampering Morning**

Local volunteers were well and truly spoiled at our Volunteer Pampering Morning. The wonderful ladies from The Body Shop were there to give hand and shoulder massages to all; local herbalist Alex Graham spoke to the group about natural home remedies; Maureen had everyone laughing in a Relaxation and Laughter Workshop; and everyone relaxed and chatted while making beautiful bead bracelets and necklaces to take home. Of course, it wouldn't have been complete without a delicious morning tea and a small "goody bag" to take home.

#### **Vol Fest**

This was one of the highlights of the year for STARS and for all of us at the Centre. As mentioned earlier in this report, Vol Fest was an opportunity to thank the volunteers who support our work ... we couldn't do it without them.

#### **Thanks**

Thanks to the dedication, professionalism and good humour of the STARS Team, and to Liz and all the 4cs for making this such a dynamic and supportive place to work.

**Gillian Whalley-Okafor**  
EO, Ageing and Disability Support Services/  
STARS Coordinator



## Garden Care and Lawn Mowing

**Supported by funding from the Australian and NSW Governments under the Home and Community Care (HACC) program**

Working in the homes of frail aged, people with a disability and their carers, Garden Care has continued to provide a much needed service for people across Canterbury, Marrickville and Leichhardt local government areas. Garden Care aims to help give people the support and practical assistance to continue to live in their own homes by providing a gardening and / or lawn mowing service - tasks that may be proving increasingly difficult for the service users. Garden Care has two main services - Easy Care Gardening and Lawn Mowing; some clients receive both services and others receive either Easy Care Gardening or Lawn Mowing.

### **The Service**

Typically Easy Care Gardening clients receive an annual one day garden visit to establish and maintain a low maintenance garden. The on ground service is provided by one of our Garden Care Support Workers and a team of Garden Care volunteers. Lawn mowing clients receive a regular subsidised mowing service, each client receiving 15 mows per year.

This is provided primarily through the use of contractors as well as Garden Care staff.

Garden Care's Home and Community Care (HACC) funding provided assistance to an average of 302 Clients per quarter over the 2011 / 2012 period, with a combined total of 19581 outputs. An output is equal to one hour of service and we are delivering well above the funded 12 715 outputs required.

### **Client Survey**

As a way to gauge satisfaction with the service and to identify opportunities for improvement, a survey was sent to all clients in the second half of 2011. Of the 217 respondents, all stated they found the service useful in some way, with 71% stating either peace of mind, security, relief or safety to be the major benefits for them.

When asked for suggestions for improvements the most occurring comments were based around service frequency. Many respondents indicated they would benefit from greater frequency suggesting quarterly or six monthly re-visits. Garden Care staff agree this would be of benefit for both client and garden however due to our resource limitations this is not possible at the moment. We are however always looking into and discussing ways to maximise the funding we receive to both help existing clients and those on our waiting lists.

There is no shortage of others that would benefit from the service; both the lawn mowing and gardening services currently have long waitlists with expected wait times of between one to two years. This clearly demonstrates the high demand for the service; the waiting list is something we are constantly working to reduce.

### **Our Volunteers**

As mentioned above Garden Care works with volunteers – indeed the service could not operate without the amazing volunteers we are lucky to have! Over the past year more than 30 volunteers have generously given their time and energy to support to those accessing the service. Volunteers work in welcoming team environments on any of the 6 days per week Garden Care operates offering their gardening skills, community support, conversation, kindness and smiles.

On behalf of everyone involved with Garden Care I sincerely thank each of the volunteers who have worked with us for the benefit of those in need.

### Garden Care Staff

Internally Garden Care has gone through some staffing and structural changes over the past twelve months. In November 2011 GC Coordinator Gail Carroll moved on. During the time Gail was with the Centre she made valuable improvements to the service and has left Garden Care in a solid position for current staff to keep building on the positive contributions she made. We wish Gail well in her new role. Thanks also to all the Garden Care Team:

Debbie Dunn (Garden Care Support Worker), Nicole James (Garden Care Support Worker), Yvonne O'Young (HACC Administrative Officer), and Su Tozer (Garden Care Support Worker). It is a professional and caring team, who always place the needs of the clients first.

I took up the Coordinator role in December 2011.

### Stories From Our Gardens

With funding received from Marrickville Council, Canterbury City and Leichhardt Council's Community Grants Programs, Garden Care launched the Stories From Our Gardens publication in November. The publication featured interviews with Garden Care clients and others about what their gardens mean to them. Illustrated with beautiful photographs, the publication also features recipes using home produce, gardening tips and poems. At the launch at Canterbury City Community Centre, our special guests were those featured in the publication and their friends and families, including Mavis Andrews who spoke of the many benefits she felt from working in her garden. The Mayor of Canterbury City, Cllr Brian Robson also addressed the gathering and congratulated those involved in the project.

### Gardening Australia Visits Garden Care

A highlight of the year was surely a visit by Costa and the film crew of Gardening Australia (ABC Television) in May this year. This was in response to our contacting Gardening Australia about our Stories from our Gardens project.

They responded by filming a story on their program about the great benefits of gardening, particularly for older people. What a surprise for Mavis when Costa popped in with the Garden Care team and got stuck in with the mulching. The segment will be aired later in the year.

### Acknowledgements

Garden Care would like to acknowledge the ongoing support from our funding body – The Department of Family & Community Services - Ageing, Disability and Home Care (ADHC). We aim to continuously maximise the funding ADHC provides and maintain a positive relationship with the Department, we look forward to this continuing. Thanks are also given to Canterbury City Council who generously provides mulch and green waste collection. The staff who facilitate this at Council have been more than accommodating and easy to work with - thanks. Similar thanks go to Marrickville and Leichhardt Councils for their help in collecting green waste.

### Feedback

We are always happy to receive feedback from our clients. Feedback lets us know what we are doing right as well as how we can improve our service.

Finally please take an extra minute to read some comments taken directly from the most recent Client survey. Whilst there were countless positive comments to choose the two below are typical of the feedback we receive. For me, and hopefully others, the words are a reminder of just how valuable Garden Care is to people's lives.

*"I have been so pleased with garden care. Last year I had an eye operation. The garden got out of hand and I was thinking I won't be able to stay in the house. Garden Care did such a good job I appreciate it"*

*"Very satisfied all round thanks good work. Thanks for any help as I have lived here for 48 years and am proud of it with help. Thank You"*

Nicky Wright  
Garden Care Coordinator



## Treasurer's Report

The Centre's financial performance for the year was in line with our longer term results although there has been a small reduction this year in our accumulated funds for future use (Equity) of \$3,805. This is due to the small operating loss for the year and reduced turnover because stimulus funding in prior years has come to an end.

Consequently our turnover this year was down by around \$310,000 compared with 2011. Considering this reduction in income, management and staff have done an admirable job in 'belt tightening' while maintaining services so that our loss this year is relatively small.

The reduction in turnover reinforces our continued vulnerability to shifts in government policy, given that so much of the Centre's income comes from government sources (91 cents in every dollar this year).

However, as I mentioned last year Canterbury City Community Centre has proven adaptable over the long term to many shifts in government policy at all levels.

Our core work in human services at the community level will always be required and fits well with the long term trend for governments to outsource service delivery to well governed, community-based providers.

As in previous years some community services, programs or activities are not adequately supported by government or other funding sources and typically recipients of such services would never be able to afford to pay on a full cost recovery, fee-for-service basis. So once again the Centre decided to subsidise some services or activities that we believe although inadequately funded nonetheless remain worthwhile community activities.

In closing, again my thanks go to management, my fellow Board members and our bookkeeper for their on-going work in planning, managing, monitoring and reporting on the Centre's financial performance.

Phil Schwenke



# Canterbury City Community Centre

Incorporated

ABN 23 371 328 833

## Financial Report for the Year Ended 30 June 2012

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# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## OFFICERS' REPORT

The directors submit the financial report of the Canterbury City Community Centre Incorporated for the financial year ended 30 June 2012.

### BOARD MEMBERS

The names of the board members throughout the year and at the date of this report are:

Edward Chahoud	Aka Ranguira
Terry Doolan	Phillip Schwenke
Jubaida Hossain	Stella Wei
Layla Lavorato	Neta Yallop
Margaret McInroy	Abdul Zahra
Meredyth Conn	Shabnam Mustari

### MEETINGS OF BOARD MEMBERS

During the year, 10 meetings of board members were held. Attendances by each board member during the year were as follows:

	Board Meetings	
	Number Eligible to Attend	Number Attended
Edward Chahoud	10	-
Meredyth Conn	7	5
Terry Doolan	10	10
Jubaida Hossain	10	3
Layla Lavorato	10	5
Margaret McInroy	10	8
Shabnam Mustari	7	5
Aka Ranguira	10	7
Phillip Schwenke	10	9
Stella Wei	10	8
Neta Yallop	10	8
Abdul Zahra	10	9

### PRINCIPAL ACTIVITIES

The principal activities of the Centre during the financial year were to provide community services to people in the Canterbury LGA and surrounding areas.

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## OFFICERS' REPORT (continued)

### SIGNIFICANT CHANGES

No significant change in the nature of these activities occurred during the year.

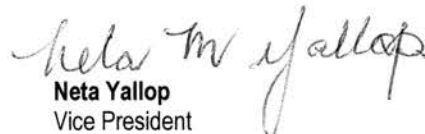
### OPERATING RESULT

The deficit for the year amounted to \$3,805 (2011: \$5,950 Surplus).

Signed for and on behalf of the Board and in accordance with a resolution in respect thereof.



**Margaret McInroy**  
President



**Neta Yallop**  
Vice President



**Terry Doolan**  
Secretary



**Phillip Schwenke**  
Treasurer

Sydney, 25 September 2012

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## INCOME STATEMENT FOR YEAR ENDED 30 JUNE 2012

	Note	2012 \$	2011 \$
Revenue	2	1,007,982	1,318,080
Employee benefits expense		(652,148)	(711,026)
Depreciation and amortisation expenses		(13,939)	(13,614)
Capital Expenditure – Cottage/Garage		(20,328)	(112,757)
Other expenses		<u>(325,372)</u>	<u>(474,733)</u>
Profit/(loss) before income tax		(3,805)	5,950
Income tax expense	1	<u>-</u>	<u>-</u>
Profit/(Loss) from operations		(3,805)	5,950
Retained Profits at the Beginning of the Financial Year		<u>182,734</u>	<u>176,784</u>
Retained Profits at the End of the Financial Year		<u>178,929</u>	<u>182,734</u>

*The accompanying notes form part of this financial report.*

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## BALANCE SHEET AS AT 30 JUNE 2012

	Note	2012 \$	2011 \$
CURRENT ASSETS			
Cash and Cash Equivalents	4	367,954	334,636
Trade and Other Receivables	5	3,050	7,488
		<hr/>	<hr/>
TOTAL CURRENT ASSETS		371,004	342,124
		<hr/>	<hr/>
NON CURRENT ASSETS			
Property, Plant and Equipment	6	71,372	69,893
		<hr/>	<hr/>
TOTAL NON CURRENT ASSETS		71,372	69,893
		<hr/>	<hr/>
TOTAL ASSETS		442,376	412,017
		<hr/>	<hr/>
CURRENT LIABILITIES			
Trade and Other Payables	7	174,279	131,218
Short Term Provisions	8	50,071	53,433
		<hr/>	<hr/>
TOTAL CURRENT LIABILITIES		224,350	184,651
		<hr/>	<hr/>
NON CURRENT LIABILITIES			
Long-term Provisions	8	39,097	44,632
		<hr/>	<hr/>
TOTAL NON CURRENT LIABILITIES		39,097	44,632
		<hr/>	<hr/>
TOTAL LIABILITIES		263,447	229,283
		<hr/>	<hr/>
NET ASSETS		178,929	182,734
		<hr/>	<hr/>
EQUITY			
Retained Earnings		178,929	182,734
		<hr/>	<hr/>
TOTAL EQUITY		178,929	182,734
		<hr/>	<hr/>

*The accompanying notes form part of this financial report.*

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## CASH FLOW STATEMENT FOR YEAR ENDED 30 JUNE 2012

	Note	2012 \$	2011 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts From Members		595	499
Operating Grants Receipts		922,117	1,104,324
Donations Received		20,802	24,680
Payments to Suppliers and Employees		(1,002,187)	(1,297,036)
Interest Received		16,459	19,370
Participants Contributions		32,989	35,166
Training Fees		12,682	9,359
Other Income		40,632	3,819
		<hr/>	<hr/>
Net Cash Provided by Operating Activities	9	59,269	(99,819)
		<hr/>	<hr/>
CASH FLOW FROM INVESTING ACTIVITIES			
Purchase of Property, Plant and Equipment		(25,951)	(60,558)
Proceeds from sale of assets		-	33,150
		<hr/>	<hr/>
Net Cash Provided by (used in) Financing Activities		(25,951)	(27,408)
		<hr/>	<hr/>
Net Increase In Cash Held		33,318	(127,227)
Cash at Beginning of the Financial Year		334,636	461,863
		<hr/>	<hr/>
Cash at the End of the Financial Year		367,954	334,636
		<hr/>	<hr/>

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

### 1 Summary of Significant Accounting Policies

#### Basis of Accounting

This financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) and the requirements of the Associations Incorporation Act 1984 (NSW)

The financial statements cover Canterbury City Community Centre Incorporated as an individual entity. Canterbury City Community Centre Incorporated is an association incorporated in New South Wales under the Associations Incorporation Act 1984 (NSW).

The financial statements of Canterbury City Community Centre Incorporated as an individual entity, complies with all Australian equivalents to International Financial Reporting Standards (AIFRS) in their entirety.

The following is a summary of the material accounting policies adopted by the association in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

#### Basis of Preparation

The financial report has been prepared on an accruals basis and is based on historical costs modified by the revaluation of selected non-current assets, financial assets and financial liabilities for which the fair value basis of accounting has been applied.

#### Income Tax

No provision is made for income tax as the Association is exempt from income tax.

#### Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost of fair value less, where applicable, any accumulated depreciation and impairment losses.

#### Plant and equipment

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by the members of the Board to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is determined as the depreciated replacement cost of the asset.

Subsequent costs are included in the assets carrying amount or recognised as a separate asset as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Association and the cost of the item can be measured reliably. All other repairs and maintenance are charged to the income statement during the financial period in which they are incurred.

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

### 1 Summary of Significant Accounting Policies

#### Depreciation

The depreciable amount of all fixed assets including building and capitalised lease assets, is depreciated on a straight line basis over their useful lives to the entity commencing from there time the asset is held ready for use. Leasehold improvements are depreciated over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Motor vehicle	23%
Office Equipment	10% - 40%

The assets residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains and losses are included in the income statement.

#### Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdraft. Bank overdrafts are shown within borrowings in current liabilities on the balance sheet.

#### Revenue

Government and other grants are recognised when the association obtains control or the right to receive the grant and it is probable that the economic benefits will flow to the entity and the amount of the grant can be measured reliably. The association does not obtain control of a grant until it has provided the services and met the conditions that make it eligible to control it. Grants received in advance are deferred as a liability and not recognised until the association has provided the services and met the conditions.

Donations are recognised and brought to account on a cash basis when received.

Revenue from the rendering of a service is recognised upon the delivery of the service to customers.

Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

All revenue is stated net of the amount of goods and services tax (GST).

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

### 1 Summary of Significant Accounting Policies

#### Financial Instruments

##### Recognition and Measurement

Financial instruments, incorporating financial assets and financial liabilities, are recognised when the association becomes a party to the contractual provisions of the instrument. Financial instruments are initially measured at cost on the trade date, which includes transaction costs, when the related contractual rights or obligations exist. Subsequent to initial recognition these instruments are measured as set out below.

##### Loans and receivables

Loans and receivables are stated at amortised cost using the effective interest rate method.

##### Held to Maturity Investments

Held to maturity investments are non derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the association's intention to hold these investments to maturity. They are subsequently measured at amortised cost using the effective interest rate method.

##### Financial liabilities

Non-derivative financial liabilities are recognised at amortised cost, comprising original debt less principal payments and amortisation.

#### Impairment

At each reporting date, the association assesses whether there is objective evidence that a financial instrument has been impaired. Impairment losses are recognised in the income statement.

##### Impairment of Assets

At each reporting date, the association reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value-in-use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

Where it is not possible to estimate the recoverable amount of an individual asset, the Association estimates the recoverable amount of the cash-generating unit to which the asset belongs.

#### Employee Benefits

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

### 1 Summary of Significant Accounting Policies

#### Goods and services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown as inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

#### Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

#### Critical Accounting Estimates and Judgements

The board members evaluate estimates and judgements incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the association.

#### Key Estimates – Impairment

The association assesses impairment at each reporting date by evaluating conditions specific to the group that may lead to impairment of assets. Where an impairment trigger exists, the recoverable amount of the asset is determined. Value-in-use calculations performed in assessing recoverable amounts incorporate a number of key estimates.

2 Revenue	2012	2011
	\$	\$
Operating Grants	919,781	1,202,792
Donations	20,802	24,680
Members Subscriptions	595	499
Participants Contributions	32,989	35,166
Training Fees	12,682	9,359
Other Income	4,674	3,819
Profit on sale of assets	-	22,395
Interest Received	16,459	19,370
	<u>1,007,982</u>	<u>1,318,080</u>

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

	2012 \$	2011 \$
<b>3 Auditor's Remuneration</b>		
Remuneration of the auditor for:		
- Auditing or reviewing the financial report	6,800	5,200
- Other services	-	-
	<hr/>	<hr/>
<b>4 Cash and Cash Equivalents</b>		
Cash in Hand	700	700
Cash at Bank	367,254	333,936
	<hr/>	<hr/>
	367,954	334,636
	<hr/>	<hr/>
<b>5 Trade and Other Receivables</b>		
Receivables	-	5,570
Prepayments	3,050	1,918
	<hr/>	<hr/>
	3,050	7,488
	<hr/>	<hr/>
<b>6 Property, Plant and Equipment</b>		
Office Equipment, Furniture and Floor Coverings:		
At Cost	153,921	127,970
Accumulated Depreciation	(117,358)	(103,419)
	<hr/>	<hr/>
	36,563	24,551
	<hr/>	<hr/>
Motor Vehicle		
At Cost	47,641	47,641
Accumulated Depreciation	(12,832)	(2,299)
	<hr/>	<hr/>
	34,809	45,342
	<hr/>	<hr/>
Total Property, Plant and Equipment	<hr/>	<hr/>
	71,372	69,893
	<hr/>	<hr/>

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

### 6 Property, Plant and Equipment (cont)

#### Movements in Carrying Amounts

Movements in carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year

2012	Office Equipment, Furniture and Floor Coverings	Motor Vehicle	Total
Balance at the Beginning of Year	24,551	45,342	69,893
Additions	25,951	-	25,951
Disposals	-	-	-
Depreciation	(13,939)	(10,533)	(24,472)
Carrying Amount at the End of Year	<u>36,563</u>	<u>34,809</u>	<u>71,372</u>

2011	Office Equipment, Furniture and Floor Coverings	Motor Vehicle	Total
Balance at the Beginning of Year	22,073	11,631	33,704
Additions	13,744	46,814	60,558
Disposals	(1,375)	(9,380)	(10,755)
Depreciation	(9,891)	(3,723)	(13,614)
Carrying Amount at the End of Year	<u>24,551</u>	<u>45,342</u>	<u>69,893</u>

2012	2011
\$	\$

### 7 Trade and Other Payables

Trade Payables and Sundry Accruals	34,364	24,391
Grant Received in Advance	139,259	106,171
Omnican/ Cota Under Trust	656	656
	<u>174,279</u>	<u>131,218</u>

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
<b>8 Provisions</b>		
CURRENT		
Employee Entitlements	50,071	53,433
NON CURRENT		
Employee Entitlements	39,097	44,632

## 9 Cash Flow Information

### Reconciliation of Cash Flow from Operations with Profit from Ordinary Activities after Income Tax

Profit/(loss) for the year	(3,805)	5,950
Cash Flows excluded from profit attributable to operating activities		
Non-cash flows in profit		
Depreciation	24,472	13,614
(Profit)/Loss on sale of assets	-	(22,395)
Changes in Assets and Liabilities, net of the effects of purchase and disposal of subsidiaries		
(Increase)/decrease in receivables/prepayments	4,437	(5,691)
Increase/(decrease) in trade and other payables	43,061	(91,297)
Increase/(decrease) in employee benefits	(8,896)	-
	59,269	(99,819)

## 10 Charitable Fundraising

Disclosures required under the provisions of the Charitable Fundraising Act 1991

During the financial year and the comparative year no fundraising appeals were conducted by the association.

## 11 Financial Instruments

### (a) Financial Risk Management

The association's financial instruments consist mainly of deposits with banks, accounts receivable and payable.

The main risks the association is exposed to through its financial instruments are interest rate risk, liquidity risk and credit risk.

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2012

### 11 Financial Instruments (cont)

#### *Liquidity risk*

The association manages liquidity risk by monitoring forecast cash flows.

#### *Credit Risk*

The maximum exposure to credit risk is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the balance sheet and notes to the financial statement.

The association does not have any material credit risk exposure to any single receivable or group of receivable under financial instruments entered into by the association.

#### (b) Interest Rate Risk

The association's exposure to interest rate risk, which is the risk that a financial instrument's value will fluctuate as a result of changes in market interest rates and the effective weighted average interest rates on those financial liabilities, is as follows:

	Weighted Average Effective Interest Rate	Floating Interest Rate	Non Interest Bearing	Total
2012	%	\$	\$	\$
<b>Financial Assets:</b>				
Cash and Cash Equivalents	3.1%	367,254	-	367,254
Short term deposits		-	-	-
Cash on hand		-	700	700
Receivables		-	-	-
<b>Total Financial Assets</b>		367,254	700	367,954
<b>Financial Liabilities:</b>				
Payables			174,279	174,279
<b>Total Financial Liabilities</b>			174,279	174,279
<b>2011</b>				
<b>Financial Assets:</b>				
Cash and Cash Equivalents	4.0%	333,936	-	333,936
Short term deposits		-	-	-
Cash on hand		-	700	700
Receivables		-	5,570	5,570
<b>Total Financial Assets</b>		333,936	6,270	340,206
<b>Financial Liabilities:</b>				
Payables			131,218	131,218
<b>Total Financial Liabilities</b>			131,218	131,218

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## STATEMENT BY MEMBERS OF THE BOARD

In the opinion of the Board the financial report as set out on pages 3 to 13:

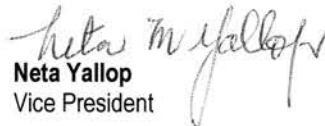
1. Presents a true and fair view of the financial position of Canterbury City Community Centre Incorporated as at 30 June 2012 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Accounting Standards Board

2. At the date of this statement, there are reasonable grounds to believe that Canterbury City Community Centre Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the board and is signed for and on behalf of the board by:



**Margaret McInroy**  
President



**Neta Yallop**  
Vice President



**Terry Doolan**  
Secretary



**Phillip Schwenke**  
Treasurer

Sydney, 25 September 2012

## CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

### INFORMATION AND DECLARATIONS TO BE FURNISHED UNDER THE CHARITABLE FUNDRAISING ACT, 1991

#### Declaration by the President in respect of fundraising appeals

I, Margaret McInroy, President of Canterbury City Community Centre Incorporated declare, that in my opinion:

- (a) the income statement gives a true and fair view of all income and expenditure of Canterbury City Community Centre Incorporated with respect to fundraising appeals; and
- (b) the balance sheet gives a true and fair view of the state of affairs with respect to fundraising appeals; and
- (c) the provision of the Charitable Fundraising Act 1991 and the regulations under that Act and the conditions attached to the authority have been complied with; and
- (d) the internal controls exercised by Canterbury City Community Centre Incorporated are appropriate and effective in accounting for all income received and applied by the Centre from any of its fundraising appeals.



**Margaret McInroy**  
President

Sydney, 25 September 2012

## INDEPENDENT AUDIT REPORT

### Report on the Financial Report

We have audited the accompanying financial report of Canterbury City Community Centre Incorporated which comprises the balance sheet as at 30 June 2012, the income statement and cash flow statement for the year ended, notes comprising a summary of significant accounting policies and other explanatory information, and the statement by members of the management board.

The management board is responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Associations Incorporation Act 1984 (NSW). This responsibility includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies and making accounting estimates that are reasonable in the circumstances.

### Auditors Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirement relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the management board, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### Audit Opinion

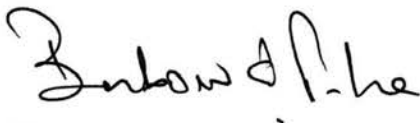
In our opinion, the financial report of Canterbury City Community Centre Incorporated is in accordance with the Associations Incorporation Act 1984 (NSW) including:

- i giving a true and fair view of the financial position of Canterbury City Community Centre Incorporated as at 30 June 2012 and of their performance and cash flows for the year then ended on that date, and
- ii complying with Australian Accounting Standards and the Associations Incorporation Act 1984 (NSW).

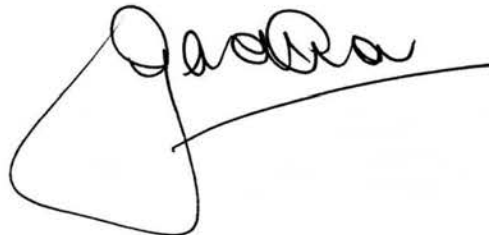
## INDEPENDENT AUDIT REPORT (continued)

We also report that:

- (a) the financial statements show a true and fair view of the financial result of fundraising appeals conducted during the year and;
- (b) the accounting and associated records have been properly kept during the year in accordance with the Charitable Fundraising Act 1991 and the Regulations and;
- (c) money received as a result of fundraising appeals conducted during the year has been properly accounted for and applied in accordance with the Charitable Fundraising Act 1991 and the Regulations and;
- (d) at the date of this report, there are reasonable grounds to believe that the Centre will be able to pay its debts as and when they fall due.



**Benbow & Pike**  
Chartered Accountants  
Suite 401 Level 4  
54 Miller Street  
North Sydney NSW 2060



**G. J. Abrams**  
Partner

Sydney, 25 September 2012

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2012

	Note	2012 \$	2011 \$
INCOME			
Donations Received		20,802	24,680
Grants Received		919,781	1,095,943
Grants Received – Non Recurring		-	17,000
Grants Received – Non Recurring Capital		-	89,849
Interest Received		16,459	19,370
Membership Subscriptions		595	499
Participants Contributions		32,989	35,166
Photocopying Fee		219	190
Rent Received		190	150
Training Fees		12,682	9,359
Other Income		4,265	3,479
Profit on sale of asset		-	22,395
		1,007,982	1,318,080
EXPENDITURE			
Allowance – Volunteers		5,601	4,322
Amenities		1,846	2,959
Advertising		3,022	4,160
Audit Fees		6,800	5,200
Bank Charges		662	678
Bus Hire		6,263	9,505
Capital Expenditure – Cottage/Garage		20,328	112,757
Cleaning		2,433	2,792
Consultant Fees		23,387	17,356
Contractor – Lawn Mowing		75,628	66,538
Depreciation		24,472	13,614
Electricity		7,357	5,900
Festival Expense		599	171
Food Relief		1,886	3,065
Furniture & Equipment <\$300		4,135	3,095
Garden Care – Tools, Program costs & Amenities		8,923	6,648
Insurance & Workers' Compensation		30,775	27,095
Tools		95	1,512
Legal Fees		800	-
Men's Shed Expenses		289	1,077

# CANTERBURY CITY COMMUNITY CENTRE INCORPORATED

## INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2012

### EXPENDITURE (cont)

Miscellaneous Expenses	2,062	785
Motor Vehicle	13,174	11,840
Printing, Postage and Stationery	21,896	19,447
Program Costs	35,975	29,809
Provision for Annual Leave	(3,361)	-
Provision for Long Service Leave	(5,535)	-
Registration and Licences	49	390
Rent	5	698
Repairs and Maintenance	5,073	2,911
Resource Material	960	726
Software / IT	11,834	1,421
Security Costs	1,293	2,921
Staff Training and Amenities	3,332	5,339
Subscriptions Paid	3,222	2,764
Superannuation	52,690	56,256
TAFE Fee	-	128,000
Telephone and Internet	11,017	10,782
Translations	75	210
Travel	3,263	4,088
Wages and Salaries		
Direct	483,757	516,564
Indirect	118,003	122,564
Grants in advance	27,702	106,171
	<u>1,011,787</u>	<u>1,312,130</u>
Profit/(Loss) from Ordinary Activities for the year	(3,805)	5,950
Retained Profits at the Beginning of the Financial Year	<u>182,734</u>	<u>176,784</u>
Retained Profits at the End of the Financial Year	<u><u>178,929</u></u>	<u><u>182,734</u></u>





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