

YEAR IN REVIEW 2021

A YEAR OF CHANGE, DISRUPTION & ADAPTABILITY



YEAR IN REVIEW

When we think back, write about and recount the recent past, there is no doubt that it will be remembered as a year of challenges, change and uncertainty for many people. There are also those who have talked to us about enjoying the opportunity to reflect, re-evaluate and pivot to change in a positive way.

Change can be transformative and for the 4cs change has occurred in both our external and internal environments. This year we bid farewell to our long-standing and much respected CEO, Liz Messih. Liz served our organisation with commitment, integrity and vision and we wish her only wonderful green pastures and fulfillment in retirement. We also said goodbye to Gillian Whalley Okafor, our Manager of Aged Services. We thank Gillian for her care, compassion and vital stewardship of our aged care programs amidst much change. Together, Liz and Gillian have positioned the 4cs very ready for whatever the future brings.

In their places, I was welcomed to the position of CEO. I come to the role with three decades experience in social services across Government and the community sector. I live in Canterbury and have a strong affinity to the local community having served on Canterbury City Council as a Councillor and being a past CEO of Metro Assist. We also

welcomed Lyn Milne to the role of Aged Services Manager. Lyn joins the 4cs after extensive roles across sectors and with a strong working knowledge of aged and community services over many years.

Work and life for all of us who are associated with the 4cs has been disrupted there is no doubt. The year began with the impacts of COVID-19 still being felt, then in early 2021, we implemented a slow return to services as we knew them. By the end of June in 2021 though we were back to remote, home based and partial face to face services with strict COVID-19 safe practice in place. The need to be open and agile never as strong as it has been in 2020 and 2021.

What have we learnt though? What has become even clearer is that, in times of crisis local organisations and networks become more important and are the front line for local communities. Secondly, during tough times people and organisations can be resilient ... we have witnessed this across the board with people responding with community spirit and incredible generosity in caring for friends, neighbours and strangers.

At the 4cs, the year has called for a deep patience and a detailed attention to safety and wellbeing. It has seen our staff and volunteers display a great deal of flexibility and responsiveness to changing circumstances and community needs.



"The year has tested our flexibility and robust planning capability that is open to change BUT we have come out of it stronger and more confident in our service delivery models."





"The 4cs is a place that walks alongside people with respect and an open mind. I am very proud to be leading this wonderful organisation."

The greatest asset is the contribution made by the people who work here – in paid or voluntary capacities. The year has tested our flexibility and robust planning capability that is open to change BUT we have come out of it stronger and more confident in our service delivery models.

Again this year we have managed the trend of long and sustained growth over many years. While largely in our Aged Services but with the support of many partners we have also been able to increase our offerings in the Community Builders portfolio which underpins our Neighbourhood Centre services in Lakemba. This growth has seen an increase in services offered, geographic area covered and staff and volunteers employed.

Against our growth, the issue of fit for purpose office, meeting and service delivery space is always front of mind as we continue to develop and enhance our services to the community. The 4cs has a strong connection to the Lakemba community built over 50 years and we thank

Canterbury Bankstown Council for their long-standing commitment to our organisation. It acknowledges how vital what we offer is to the community we serve.

Despite the impacts of change, service delivery disruption and the demands of the pandemic, the 4cs has continued to provide much needed services to those most vulnerable in our community. The pandemic has seen changes to the way many of our services are delivered but throughout it all we have kept people connected. On a positive note, we have successfully implemented improvements in IT are very confident in our digital footprint being safe and secure in the cloud.

There are so many people in the 4cs community to thank, each of you add value to our work and to the positive impact we make. I would like to thank all those individuals who contribute toward its success ... our Board, staff and volunteers, our many partners and those who fund us, people who use our services and our members. We

are a critical piece of local - social - community infrastructure requiring the co-ordinated effort of many people determined to see us succeed. Thank you to all for the support during the 2020/21 year.

I would also like to thank the 4cs Board, Staff, Volunteers and all who have made me feel very welcome. The 4cs is a place that walks alongside people with respect and an open mind. I am very proud to be leading this wonderful organisation and very much look forward to what we will continue to create – together!

Esta Paschalidis-Chilas
Canterbury City Community Centre CEO

SERVICES DURING COVID-19

From March 2020 and until now, services and activities at the 4cs have been directly impacted by the threat to public health the pandemic has brought about. It has been an unprecedented two years for everyone and we learnt a lot along the way.

In managing our response to the various stages of the pandemic, we took both an iterative and structured approach. Iterative because there were variables we did not control and we needed to remain open to that and structured because we needed to be disciplined about staying safe and helping others to do the same.

As the situation unfolded throughout 2020/21 the 4cs moved to working off site (as needed) with a small team remaining at the Centre to provide support to staff working in the community or working from home.

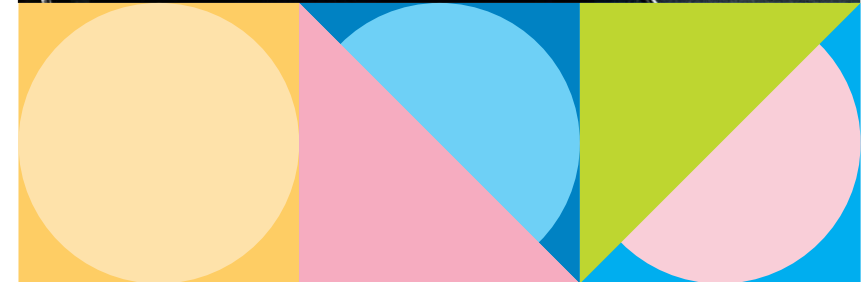
Identifying those clients most vulnerable, our services have geared and reframed several times to provide direct care support where it is needed most, connection and checking in, information and referral to other services where needed.

Our staff did an amazing job sourcing personal protective equipment and redesigning activities and services so that they became Covid safe.

Throughout the pandemic's various stages, the local community and all involved in the Centre have responded incredibly well. We lived and worked in ways that were Covid safe, followed the health advice, responded to public health orders and supported our community to do the same – we looked after each other and kept safe.

Providing community services which seek to build connection and inclusion have been especially challenging during times that require physical distancing. Many of our social inclusion groups and short courses went on-line as we all developed our zoom and teams skills, skills we didn't even know we had.

The community and everyone at the 4cs showed resilience, flexibility and a commitment to support others through this difficult time. There is no doubt that the economic and social toll in our community has been immense and as we seek to recover and respond to those impacts at a time of recovery, the 4cs is at the forefront of that work. We remain always committed to providing a local and regional focal point for the community and will continue to advocate for resources which address the needs of the people and community we serve – in place and local.



"4cs will continue to advocate for resources which address the needs of the people and community we serve – in place and local."



LAKEMBA ROHINGYA INTERAGENCY PROJECT

The Lakemba Rohingya Interagency links non-government and government agencies working across the welfare, health and education sectors, with members of Burmese Rohingya Community Australia to better understand the needs of this community, share information, collaborate on projects to improve health, well-being and educational outcomes, as well as increase connections to local services.

support groups, English classes, transition to school programs, improved access to counselling and free dental programs.

Through working together the Lakemba Rohingya Interagency has demonstrated that working in partnership ensures programs are responsive to the needs of the community, make better use of limited resources, avoid duplication, are well attended and provide opportunities for community members to expand their connections to information and services across the health, welfare and education sector.



Since commencing in November 2017 the list of agencies represented has included; Burmese Rohingya Community Association; Central and Eastern Sydney Primary Health Network; NSW Refugee Health Service; Schools as Community Centres Lakemba PS, Canterbury Hospital, Department of Education representatives from Hampden Park PS, Save the Children; Metro Assist, Settlement Services International; Life Without Barriers and STARTTS NSW.

This year on behalf of the Lakemba Rohingya Interagency we received the 13th NSW Humanitarian Award for Best New Project for our outstanding work with refugees.

The Awards showcase best practice in humanitarian endeavours. They are organised by the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors and the Refugee Council of Australia and presented by her Excellency the Honourable Margaret Beazley AC QC, Governor of New South Wales at Government House. Kate Maclean and Sajeda Bahadurmia proudly accepted the Award on behalf of the Interagency. For more information about the NSW Humanitarian Awards and the other winners please go to www.startts.org.au/.../2021-humanitarian-awards



The unique collaboration of services based in Lakemba who are working with refugee communities, together with refugee funded services and most importantly members of the Rohingya community has enabled local services to provide a more responsive and comprehensive range of activities to meet the needs of this community. Activities of the group have included health seminars, family fun days, social



SUPPORTING SENIORS

Canterbury City Community Centre has continued to deliver community and in home aged care services to frail aged residents in the Canterbury Bankstown and Inner West Local Government areas under the Commonwealth Home Support Program (CHSP) and to residents with higher or more complex needs through the Home Care Packages (HCP) program.

We also support residents with friendly home visiting through the Community Visitors Scheme where volunteers will visit aged residents in their own home (if they are in receipt of a Package) or in an Aged Care facility.

This year, our CHSP Services provided Easy Care Gardening, Lawnmowing, Social Inclusion and Personal Care to 664 consumers to support people aged 65 years and over with the tasks of daily living. Some consumers require more than one service from the 4cs.

While each person has an individual story to tell, as a group we can report that they are from over 150 different countries of birth, and 47% are aged 80-89 years.

Our CHSP services support residents with low level needs and aim to help people to live their best lives, in their own homes and within the community. We take a strong wellness and reablement approach to ensure that where possible

the people we assist in their home or in community activities participate as actively as they can and would like to.

Our CHSP Services are supported by large volunteer teams, with 24 people volunteering in Garden Care and 23 in the Social Inclusion Program. We couldn't provide the services without them. Our Volunteers have been a central part of our organisation for many years and it was wonderful to be able to thank them at a Volunteer Thank You Dinner earlier this year. Several of our Volunteers spoke about the positive impact their volunteering with us has had on their lives. We thank them most sincerely and look forward to a bright future with our Volunteers.

In February 2021 we received additional funding to be able to expand our Garden Care Program, with a greater focus on the South West Aged Care Planning Region. We were able to increase our delivery into that region before the Covid-19 lockdown on 26 June 2021.

After some early challenges establishing the HCP Program within a competitive and commercial environment, we are pleased to report that we have succeeded in this, consistent with our Statement of Purpose. It is very important to our Centre that people remain at the centre of all that we do and we do not lose sight of this in an ever-changing aged care sector and environment – set



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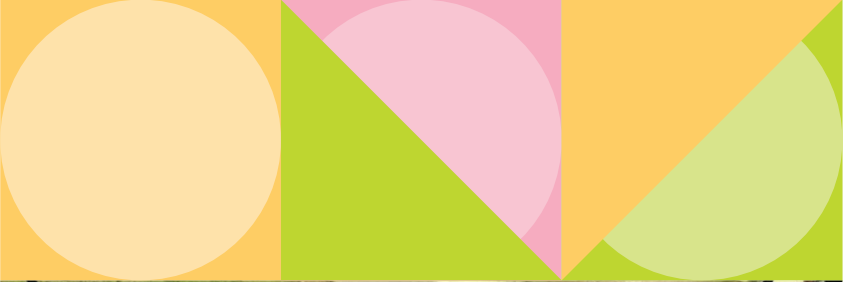
664

**CHSP CLIENTS
SUPPORTED BY 26,214
HOURS OF SERVICE**



75

HOME CARE
PACKAGES



to change again in the near future as the Commonwealth prepares to overhaul the aged care sector following the review of the Royal Commission.

Our HCP's are allocated to consumers with more complex needs and requiring more than just one or two services. Our approach has been to respond flexibly to consumer needs, offering choice, continuity of care and consistency of approach in line with consumer directed care under the Aged Care Standards.

The services that the 4cs delivers under the CHSP, Community Visitors Scheme and HCP Program give consumers real choice about being able to continue living at home. The capacity to provide both entry level support and higher-level care is a benefit to consumers who use our services.

We hear from consumers that they like the personal connection to our service, staff and volunteers, within their own community. Consumers like continuity of staff delivering the service, they appreciate staff who have cross cultural understanding and can speak their language, and like staff to be from the local community.

Our staff and volunteers go out of their way to ensure that consumers receive not only a service, be it gardening, social support, transport, personal care, or domestic assistance, but they also receive personal attention and care from team members.

The provision of aged care services has been incredibly challenging during the

past year with the continual reforms to funding and service delivery models, 4cs service expansion and then the pandemic.

Our staff and volunteers are to be commended for the extraordinary efforts they have applied to continue to deliver services, to innovate and support those most vulnerable in the community. Providing welfare checks, care packs and updating training have kept staff in touch during this period. Our direct care staff, in particular, were the front line during the pandemic as they were deemed essential services under the Public Health Orders.

GARDEN CARE

During this year our Garden Care staff, volunteers and Lawn Mowing Contractors delivered 18,183 hours of service, up from 16,060 hours in the previous financial year. To the six months to June 2021, we averaged 339 clients per month.

The transformations of gardens that were unsightly, and in many cases unsafe, brings a sense of pride and relief to our elderly consumers.

Many consumers are able to continue light tasks to maintain the garden or simply be able to get outside and enjoy the space once again.

The gardens visited by the 4cs have been the source of decades of love, hard work and memories and our teams share this with their owners.



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SOCIAL INCLUSION AND WELLNESS

It is vital that as people age, they keep their connection to and involvement in the community, and there is a growing body of evidence showing that social isolation can lead to depression and a decline in physical well-being. Our services encourage and support consumers in reconnecting with past pleasures as well as finding new ones.

From July 2020 to June 2021, we delivered 6,842 hours and 530 hours of service to our Social Inclusion group activities and our Social Support -Individual program. Over the six months to June 2021, we averaged 37 group participants and 6 participants receiving individual support.

In addition to our weekly groups, we have initiated a number of new small activity groups for seniors based around exercise and physical activity, Salsa, Tai Chi in the Park, Meditation, Gentle Yoga, Line Dancing, a community choir, and a number of seniors Gentle Exercise classes.

COMMUNITY VISITORS SCHEME

Volunteers visit eligible clients in their homes or in a residential setting with the aim of alleviating social isolation that may be experienced by older people and to increase their general feeling of wellbeing and connection to the community.

HOME CARE PACKAGES

We employ 18 staff in the HCP Program who between them speak 10 languages. Using a mix of part time and casual employees, rather than agency staff, has been greatly appreciated by the consumers and their families as it enables us to build trust, which is particularly important for consumers with cognitive impairment

The 4cs HCP Program continued to expand delivering a coordinated and integrated pathway of care for 75 aged residents. The average time a client stays on a package is 6 months.

Home Care Packages deliver a suite of services tailored to the specific needs of clients and can include personal care, domestic assistance, allied health and nursing care, transport, home maintenance and modifications, meal preparation and care management.

PERSONAL CARE

Our Personal Care program began in September 2020. Since inception it has provided 659 hours in total to June 2021, and now supports 15 clients on a regular basis with support such as showering and basic cleaning. Clients receive services for an average of 5 months before generally moving to a HCP or to residential care.

BUILDING CAPACITY BUILDING COMMUNITY

An important role for the 4cs is to connect individuals and communities, to promote harmony and build community resilience and capacity.

Centre staff and volunteers strive to create a warm and welcoming environment in which to deliver services and we often hear feedback from people who attend the Centre that they feel at home when they are here.

Connecting people to each other and to organisations has benefits for the individuals and the community as a whole. Opportunities for people to connect can reduce the impact of social isolation, have positive health benefits, promoting cross cultural and inter-generational understanding and building strong resilient communities.

Communities where people build relationships across their usual spheres of influence provide a supportive and inclusive environment for vulnerable members such as children and the elderly.

There is no doubt that this work has been made more challenging because of the pandemic and the various restrictions that have been place. The Centre has used digital means of communication and connection and other creative methods to make sure our clients and community remain engaged in day to day life and

participate actively in the work that we do.

The Centre offers many entry points to the service system and it is not uncommon for residents to access one service then perhaps to undertake a short course, moving on to volunteering and then leave the 4cs with new skills and capacity to take on further challenges elsewhere.

At the 4cs we often hear feedback about this kind of experience, one of our course participants recently said, "while completing the English and Computer course I improved my confidence, made new friends and even got casual work, thank you Romana and 4cs". Feedback like this, highlights that engaging in our programs provides an enabling and uplifting pathway for many.

Our Lakemba based services are supported by NSW Community Builders funding from the Department of Communities and Justice. With a 5 year Contract in place under the Targeted Early Intervention Program, we are very pleased to be better able to plan with certainty for the years ahead.

The 4cs operates a number of social inclusion activities that connect individuals and communities to each other, and to services. With March 2020 bringing the lockdown due to Covid-19, from July 2020 and into 2021 we had



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193

**GROUPS AND
COURSES ATTENDED
BY 2035 PEOPLE**



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planned another productive year with a large range of social inclusion activities, courses, workshops, events and outreach services aimed to strengthen community connection and build community capacity. However, the pandemic affected those plans in a major way given the social distancing requirements and Covid-19 safety considerations.

Against that backdrop, we offered 193 short courses, workshops, social inclusion groups, classes, parenting groups and an array of activities which were attended by 2035 people.

The activities included English classes, Certificate level courses on qualifications as divergent as

Computers, Job skills and an Introduction to the Beauty Industry; the Lakemba Ladies Lounge and Health Education workshops.

The resilience of all has shone through during this time and it has been humbling to see a group of 28 women graduate their Certificate level courses amidst much disruption and uncertainty.

That everyone completed their studies was an amazing achievement for the students, their teachers and the 4cs staff supporting the classes.

Our Form Filling service provided individualized assistance to 90 residents. This service is vital in the local community and while it is supported

by our Community Builders team it could not be realised without our committed and hard working Form Filling Volunteers.

A number of services were coordinated through our Lakemba Hub including : STARTTS torture and trauma counselling, legal information and assistance through Western Sydney Community Legal Centre, as well as financial counselling assistance and employment support through Metro Assist.

Over the year 115 service days of individual support and service were offered through various outreach services at the Centre offices in Railway Parade.

The Lakemba Community Garden underwent a significant repair in the previous year and these improvements have been very well received by all.

The Garden has 29 active plot holders who are supported by our Community Builders team and with additional support and gardening expertise from our Garden Care staff.

The community action group environment@lakemba continued to meet, participating in Clean Up Australia Day again this year and other local initiatives aimed at reducing littering and illegal dumping.

Our long standing and vital partnerships with Adult Education providers TAFE NSW and Sydney Community College continue to increased access to adult education opportunities for local women. These partnerships can only happen through goodwill and trusted relationships that we value immensely.

STARS

STARS has provided essential training and support for organisations in the Inner West who utilise the skills of volunteers to deliver services to aged care clients. STARS possesses a wealth of knowledge about the sector, the needs of local organisations and its ability to deliver accessible training for volunteers is greatly valued in the Inner West.

There is no doubt that the various phases of the pandemic since March 2020 has affected how people engage with

volunteering and uptake in volunteering overall. During the year 289 potential volunteers were referred by STARS to local organisations.

STARS also hosted Volunteer Coordinator Forums which provide an opportunity to staff responsible for coordinating Volunteer Programs to share information and resources and to network with others in similar roles.

During the 2020/21 year 368 staff and volunteers attended 30 training sessions run by STARS on a variety of subjects including Safe Food Handling; Organisational Governance & the New Aged Care Standards; Cultural Diversity; Suicide Prevention; Trauma Informed Care; Manual Handling; Working within Boundaries; Step into Volunteering; and First Aid.

As our Skills Training and Resource Service (STARS) celebrates its 21st year we are concerned that the future of Sector Support Services funded under the CHSP is uncertain given the reforms to aged care services and the models of service delivery which are currently occurring.



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**VOLUNTEERS
PROVIDING SUPPORT
AND SERVICES**



ACKNOWLEDGEMENTS

Canterbury City Community Centre's stated Vision for A strong resilient community which values and includes each member can only be realised through the support of many individuals and organisations who work with us everyday. To you we say THANK YOU!

To make this a reality we offer a range of ever evolving services, activities and support to those most vulnerable in our community. Our community is proudly diverse and extends from Bankstown, through to Canterbury and into the Inner West of Sydney.

The Centre employed over 82 volunteers over the past year who provided support with their skills, time, commitment and care in a variety of roles. 4cs volunteers provide essential services and support, they serve on our Board, are central to our social inclusion programs, teach English or help people fill out forms, in home visiting, in providing gardening support for elderly clients, teaching others a new skill or in community education programs. We could not do our work without you, you are amazing!

We would also like to thank those Agencies who fund our activities. The 4cs receives grants and fee subsidies to underpin it's Aged Care services from the Commonwealth Department of Health and its Capacity Building Programs through the NSW Department of Communities and Justice.

We also thank Canterbury Bankstown Council for their investment in our work through the Council Grants Program and the long-standing commitment to and provision of premises at 28 Croydon St and 130 Railway Parade Lakemba. Our centrally located community hubs in Lakemba are vital to community building and strengthening.

Support during the year has also been received for various projects through small grants received from Environment Protection Authority, Sydney Community College, Campsie RSL, Canterbury Hurlstone Park RSL Club, Canterbury Leagues Club, Inner West Council, Multicultural NSW, Commonwealth Department of Social Services, NSW Refugee Health and the Vitality Club.

During the year we have worked with many partners and we would like to particularly thank Leichhardt Women's Community Health Centre, STARTTS, Metro Assist and Western Sydney Community Legal Service for outreaching services to the 4cs. We would also like to thank Corporate partners SpecSavers and UTurn Recycled Fashions for their financial support of our community programs.

Thank you to the staff team for an unwavering commitment during what has been an extraordinary year. Thank you to our members and the people who use our services for their trust and continued support.



Our Statement of Purpose is to connect individuals and communities to:

- Develop and provide services responsive to community needs and individual choice
- Promote harmony, social inclusion and an improved quality of life
- Build capacity, sustainability and resilience.





THANK YOU
FROM ALL OF US AT 4CS