



Canterbury City  
Community Centre  
*Community Building Community*



2013

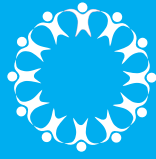
Growth • Change • Capacity





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## Canterbury City Community Centre

*Community Building Community*

### 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*







## President's Report



It is my pleasure to report on what has been a busy and productive year at the 4cs. We have seen continued growth in funding and services, a few challenges and opportunities, and our ever increasing capacity to work in partnership with many stakeholders for the benefit of the community.

2012 was a milestone for the Centre as we celebrated our 40th year of continuous community service. The Organisation continues to prepare for the future in a changed environment for community service providers. In 2012/13 it true to say that the only thing that has remained the same has been the rate of change.

In the past year we have successfully transitioned our HACC funded services across to largely Commonwealth funding and are currently engaged in preparing the Organisation for changes under the National Disability Scheme. Whilst embracing a person centred approach it does bring with it Organisational challenges which we are determined to meet.

The Centre's Board and staff continue to work toward achieving the objectives established in our 2012/15 Strategic Plan and to this end have introduced new activities and services in the past year, or given existing programs a re-fresh with changes to names and activities offered.

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*'2012 was a milestone for the Centre as we celebrated our 40th year of continuous community service.*

*The Organisation continues to prepare for the future in a changed environment for community service providers.'*

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A strong feature of the 4cs is the diversity and range of our services, to a diverse range of communities and across four local government areas. The ability of the Centre to bring people together is enhanced by this diversity and we value the depth that it gives the Organisation and each Program we offer.

We rely on the support of many individuals and Organisations to deliver these services. It has been pleasing to see the continued growth in membership of the Centre over the last ten years and it is now starting to stabilise.

Thank you to all our financial members for this very practical support and we encourage all our supporters to apply to become a Member of the 4cs in the future.

This organisation relies heavily upon its Volunteers and we deeply and

gratefully acknowledge their help and dedication to Canterbury City Community Centre. Currently we have nearly 100 volunteers in varied positions within the Organisation. We thank you one and all for your dedication, willingness and helpfulness.

I also express my personal appreciation to my fellow Board members for the expertise they have brought to what can be a complex role. To promote sound governance the Board has reviewed its own operations in the past year and will be introducing a number of changes which will enhance our sustainability in to the future.

To our CEO Liz Messih and all staff employed at the Centre throughout the year, words cannot express the Board's appreciation for their hard work and commitment to the

ongoing work of the Centre and the difference we are able to make in people's lives. We are fortunate to employ such a wonderful team and acknowledge the enormous amount of effort that goes in to delivering consistently sound management and administrative services and exceptional services on the ground.

The Centre operates from three premises and we gratefully acknowledge the support of Canterbury City Council for providing these premises at a peppercorn rental. To our main funding bodies, the Commonwealth Dept of Health and Ageing and NSW Dept of Family and Community Services we extend our appreciation, as well as to the many other financial supporters through the ClubGrants program and sundry small grants and donations.

Many of our services are delivered in partnership with other Organisations and we acknowledge this support in enhancing our capacity to serve the

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*'Words cannot express the Board's appreciation for their hard work and commitment to the ongoing work of the Centre and the difference we are able to make in people's lives.'*

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community. We continue to build strong and positive relationships with TAFE NSW, Sydney Community College and Leichhardt Women's Community Health Centre to name just a few of our partners.

I would encourage anyone to get involved in the 4cs, through membership or volunteering, attending an activity or through reading our Newsletter, visiting our website or our facebook page. There is a lot on offer!

I extend my appreciation to all involved in contributing to the work of the Centre over the past 12 months. I have enjoyed my time with the 4cs over the years and wish the incoming Board all the best for the year ahead. We have had a wonderful year, rewarding for all involved while constantly celebrating Respect, Unity and Peace ... the catch cry of Lakemba.

**Margaret McInroy**  
President



# Chief Executive Officer's Report



I am happy to report once again on a successful and busy year at Canterbury City Community Centre. We continue to provide excellent and innovative services, remain true to our core purpose and strive to prepare for the future. The Centre remains a dynamic and responsive Organisation which delivers a broad range of activities, groups and services to diverse communities of interest across four local government areas.

It is undoubtedly a strength for the Centre that we provide 'many doors' to community participation, as residents will access services through 'one door' and later become involved in other activities and services.

We are an important site for social inclusion and of building a sense of belonging within our immediate community of Lakemba, we are an accessible site for adult education and continuous learning, and a trusted provider of services for the frail aged, people with disabilities and their carers.

This diversity of services and of communities presents many challenges but also many opportunities – we are able to achieve our core purpose of bringing together people from all backgrounds and to foster harmony within our community through this diversity and through the inclusive and welcoming space we provide.

Reflecting on the past ten years I can see significant achievements and progress for the Organisation – our income has grown as have our services. The number of staff and volunteers has also grown. Most importantly, our capacity as an Organisation has grown as we have continued to build on our own skills and knowledge to be able to deliver ever improving and growing services to our communities. Our capacity has been built due to the generosity and skills of the many people who have worked at the Centre over the years – either in paid or voluntary positions – and the many individuals and Organisations who have supported us.

I would encourage you to read the individual service reports which follow as they reflect a dedication and commitment to excellence from our paid and volunteer team that is remarkable. During the 2012/13 year Centre Programs have over-delivered on funded expectations while retaining the high quality of services offered. For example, our Garden Care team provided an additional 25% of gardening hours on top of those hours which were funded and also managed to increase client numbers by 40% by changing operational procedures.

Our STARS team have delivered an amazing 70 training sessions, far exceeding the required number with

new courses responding to changing requirements of funding bodies or the emerging needs of our client group. STARS have also established a presence in the Bankstown LGA and an outreach in Marrickville. Our Community Builders Project has involved a broad cross section of our community in grass roots action, delivering an ever increasing range of courses, groups and activities which bring people together. Our work in this program resulted in receiving the 2013 Building Inclusive Communities Award (NGO Category) presented by the NSW Government, Ethnic Communities Council and Macquarie University in August 2013 for work undertaken in 2012/13.

Our Centre Based Day Care Programs, Community Garden and Shed Projects also deliver fantastic outcomes for our communities and together demonstrate our value for money to Government, private funders and sponsors.

Our ability to continuously improve our services is also reflected in improvements made in corporate services over the year. We have made significant changes in our accounts and financial management, benefitting enormously from the skill of our Treasurer and Book Keeper. Our publications, such as the Newsletter, brochures and flyers reflect the quality of our services well and our website and facebook pages



tell a wonderful story of the Centre and our community.

I would like to thank our Board of Directors, and in particular the members of our Executive, for the leadership they have shown during the year. The Board has reviewed it's own operations and a period of transition will follow in which new recruitment strategies and policies are put in place to ensure we have the capacity to steer the Organisation into the future. The Board has fulfilled its stewardship role well and I thank them for the integrity and commitment to the Organisation which has been demonstrated. I would like to acknowledge those members of the Board who are retiring this year and thank them for their passionate support of the Centre, their trust and their belief in our ongoing future.

One of our strengths as an Organisation lies in our amazing volunteer team – we are fortunate to attract the skills, commitment, experience and knowledge of this amazing group of people who give so generously of their time and care to helping others in their community. On behalf of the staff I thank every volunteer at the Centre – we couldn't do it without you!

I thank our wonderful staff and acknowledge the dedication and the skill which they bring to their work. We are fortunate to have a co operative and supportive work place and every Program we offer has benefitted from this workplace culture. We retain a record of high staff retention, which is unusual for our sector, and congratulate all staff who have worked at the Centre during the year for their achievements. The commitment of everyone in the team to go 'that little bit further' adds value to the Organisation and the activities we are able to offer our communities. We have a very small management team and I would like to thank our Second in Charge, Gillian Whalley-Okafor, for her support during the year, particularly while I was away on long service leave in late 2012.

The Centre benefits from a broad cross section of support and I would like to thank our funding bodies for their contribution which makes many of our services possible – the Commonwealth Department of Health and Ageing, the NSW Department of Family and

also addressing the physical space in which we operate and how this can be expanded to better deliver the services which are needed.

The coming years will see many changes in the external environment in which we operate, an increased demand for services, a restructure

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*'The commitment of everyone in the team to go 'that little bit further' adds value to the Organisation and the activities we are able to offer our communities.'*

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Community Services, Canterbury ClubGrants Scheme and the Councils of Canterbury, Bankstown, Marrickville and Leichhardt. I would also like to acknowledge the City of Canterbury for the provision of the premises from which we operate – our three sites are certainly well used.

Another feature of the 4cs is our ability to work in partnership with others and we continue to develop strong partnerships with other Organisations to build our own capacity and deliver better outcomes for our communities. I would like to particularly thank TAFE NSW SSWi, Sydney Community College, Leichhardt Women's Community Health Centre, Metro Migrant Resource Centre and Creating Better Career Connections for their support during the year.

Next year will be a year of consolidation at the Centre with a continued focus on building our capacity to serve the community. We are looking toward forming new partnerships, developing an independent funding stream and

of service models and a reduction in growth funding as our population changes and ages. The preference of Government to fund larger providers, but still valuing local connections, creates many tensions for management and governance of Organisations such as ours. We are preparing for the future with both in mind – offering value for money in the services that are offered, genuine community engagement at every level of the Organisation, efficiencies in administration and corporate services, sound governance and effective management.

In closing, I would like to thank our members and those in the community who use our services for their support and their trust. I am looking forward to the coming year as one of great opportunity where, with the help of our many partners, friends and supporters, we can continue to work toward our vision for the future of a strong resilient community which values and includes each member.

**Liz Messih**  
CEO

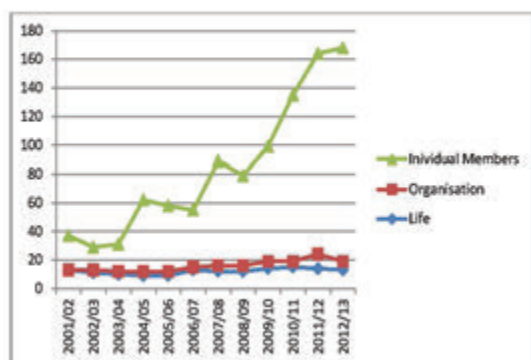
# Our Organisation



## Members

Canterbury City Community Centre Inc is an Incorporated Association with membership open to all people living, working or studying in the Canterbury LGA, and surrounding areas. The number of residents becoming members of the Centre has grown over the past 10 years but has stabilised this year. New members are always welcome.

CCCC Membership 2001 to 2012/3



Life Membership of Canterbury City Community Centre was extended to long serving volunteers Elaine Lawler and Lynne Jones during the year. Congratulations!

## 40th Anniversary

The Centre celebrated 40 years continuous community service at the 2012 Annual General Meeting which was held at Haldon House and attended by over 160 members, friends and supporters of the Centre. The evening was a wonderful celebration of the work of the many thousands of people who have contributed to the work of the Organisation over four decades.

## 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 2012/2013

<b>President</b>	Margaret McInroy
<b>Vice President</b>	Neta Yallop
<b>Secretary</b>	Meredyth Conn
<b>Treasurer</b>	Phil Schwenke
<b>Members</b>	Terry Doolan, Jubaida Hossain, Layla Lavorato, Shabnam Mustari, Aka Rangiura, Abdul Majid Zahra



## Staff Employed 2012/13

<b>Chief Executive Officer</b>	Liz Messih
<b>Executive Officer ADSS</b>	Gillian Whalley-Okafor
<b>Administration Manager</b>	Trish Marchant
<b>Book Keeper</b>	Robert Gu / Preeti Grover
<b>LNC Community Development Worker</b>	Kate Maclean
<b>Community Workers</b>	Dimity Figner, Jerisa Nigo, Romana Waseem, Patrice Labanie
<b>Child Minders</b>	Khanm Tamou, Sagorika Sultana, Rehena Kouzaiha
<b>Shed Projects Community Development Worker</b>	Glenn Harding
<b>Shed Projects Community Worker</b>	Jegan Nadeson
<b>Centre Based Day Care Co ordinator</b>	Rosanna Hasan
<b>STARS Training Officer</b>	Deborah Helmrich
<b>Volunteer Recruitment &amp; Engagement Officer</b>	Maureen Nash
<b>Volunteer Training &amp; Recruitment Officer</b>	Donna Brunton
<b>Garden Care Co ordinator</b>	Nicky Wright
<b>Garden Care Support Workers</b>	Debbie Dunn, Nicole James, Madi Scarf, Gavin Smith, Su Tozer
<b>ADSS Administration Officer</b>	Yvonne O'Young
<b>Bus Driver</b>	Nic Marino

## Ted Yallop Award

In 2012 the Board of Directors created a new Award in memory of past President, Ted Yallop.

Ted was President of the Centre from 2005 until his death in 2011. Ted was a passionate Community Worker and encouraged many others to participate in community life.

The Ted Yallop Award is presented annually to any individual or group who, through their actions, has encouraged others to participate in community life.

The inaugural Ted Yallop Award was presented to Linda Burney, Member for Canterbury, for her actions as Minister for Community Services under the previous State Government in securing additional support for NSW Neighbourhood Centres and ending a 20 year funding freeze.



## The Volunteer Program

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 the following dedicated and amazing people for their generosity, help and support:

<b>Abdul Zahra</b>	<b>Caroline Moses</b>	<b>Erica Saville</b>
<b>Abul Azad</b>	<b>Charlotte Winsberger</b>	<b>Francis Carver</b>
<b>Aka Rangiura</b>	<b>Danny Velasco</b>	<b>Gary Tomkins</b>
<b>Alison Sida</b>	<b>David Brown</b>	<b>Giselle leBon</b>
<b>Allan Cook</b>	<b>David Gamble</b>	<b>Gordon Patterson</b>
<b>Allan Pollock</b>	<b>David Morton</b>	<b>Graham Nevin</b>
<b>Allan Waldon</b>	<b>David Wright</b>	<b>Hajiera Patel</b>
<b>Almaz Matar</b>	<b>Dee Dee Grant</b>	<b>Harold Bartlett</b>
<b>Amy Davies</b>	<b>Denise Fletcher</b>	<b>Hawa Tucker</b>
<b>Anne Badjakian</b>	<b>Dick Graham</b>	<b>Henry Luo</b>
<b>Art Tangco</b>	<b>Dick Maney</b>	<b>Ian Fairbanks</b>
<b>Ashraf Khan</b>	<b>Dihider Ahamed</b>	<b>Imtiaz Begum</b>
<b>Bob Davis</b>	<b>Dot McLeay</b>	<b>Ines Zarate</b>
<b>Brennus Tweeddale</b>	<b>Elaine Lawler</b>	<b>Jacques Chaperon</b>
<b>Brian Brookes</b>	<b>Elizabeth Syriopoulos</b>	<b>James Lamb</b>
<b>Bruce Flaherty</b>	<b>Emel Jurd</b>	<b>James Vacchini</b>



Jane Cook	Maree Shanahan	Phil Schwenke	Stephen Ward
Janet Lee	Margaret McInroy	Prakash Chand	Subrina Afrin
Jay Kondapalli	Marie Papi	Provangshu Dutta	Suma Mysore
Jeannette Videc	Maria Prendergast	Rachael Gavarotto	Sundari Austin
Joe Ebejer	Mary Goldstiver	Rahela Haque	Syed Rahman
Jodie Banbury	Melissa Roser	Rita Nusheiwat	Sylvia Hungerford
Jubaida Hossain	Meredyth Conn	Robert Randall	Sylvia Kefalianos
Julie Tolhurst	Mick Quinlivan	Robyn O'Sullivan	Tania Ko
Kate Kefalianos	Muhammad F Alam	Rosemary Sewell	Terry Doolan
Khalsa Tapperwein	Neta Yallop	Ruth Hearne	Tony Brady
Kath Clune	Nick Banbury	Sadia Bashir	Uma Baikie
Kerry Maynell	Pat Townley	Sam Elliot-Halls	Van Le
Kieran O'Callaghan	Pacita Low	Sayeedunnisa	William Ko
Layla Lavorato	Pathmini Selvanayagam	Selina Thomas	Uma Baikie
Liz Powell	Patricia Dostine	Seta Sissaguian	Yoonus Noorgat
Lynne Jones	Peter LaVile	Shabnam Mustari	Yunus Mondal
Maggie Connors	Phil Dippert	Shamina Khan	



In 2012 we introduced the STARS Training Awards for those volunteers who have shown such commitment toward ongoing professional development. The Award was presented to Abul Azad, Elaine Lawler, Layla Lavorato and Seta Sissaguian.

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

2013 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 15th May 2013, during National Volunteer Week, we hosted VolFest once again - an evening of

short films under the stars at the Cottage. It was a great evening and included a barbecue dinner, prizes and Certificates.

## Student Placements

This year we have accepted student Jo Duckmanton on placement from Sydney University Social Work Department who has undertaken her third year placement within our Community Builders Project. We also accepted Chadia Safi on placement from Petersham College of TAFE who was studying Certificate IV Business Administration.



We thank both Jo and Chadia for including the Centre in their studies and wish them well for the future.

## Corporate Services

In 2012/13 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 facebook page is becoming an increasingly important means of sharing news and of course the many 'good news' pictures associated with the Centre – being in the business of community building it is an important way to engage with communities online and to connect our many different communities of interest to each other.

Our quarterly Newsletter has remained an important means of communicating with multiple stakeholders and we currently print over 700 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.

Many of our events flyers, brochures and the Learning English Directory have been designed by Catherine Au-Yeung this year and her creativity has complemented our own developing skill in Newsletter and flyer design.

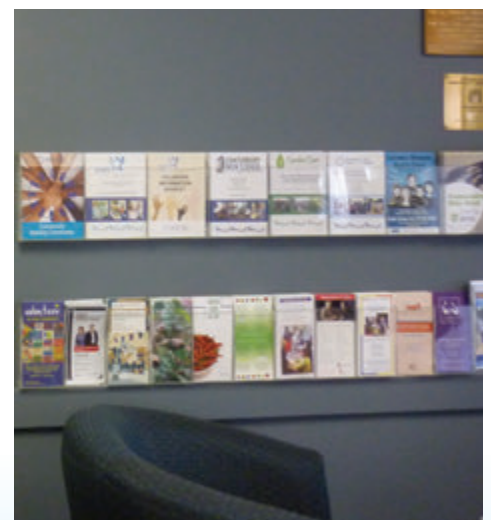
Our IT systems are well maintained by IT Studio who conduct nightly back ups, scheduled maintenance and of course trouble shooting.

Our telephone systems allow

communication and access to information between the Centre and the Cottage and have been a constant work in progress during the year.

## 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. A Community Building Partnership grant received through Robert Furolo's Office enabled the Centre to be painted during the Christmas/New Year close down in the past year. We started 2013 looking fresh and new!





# Lakemba Neighbourhood Centre Project

Supported by Canterbury CDSE Scheme & Department of Human Services, Community Services and Community Builders Program



**T**he 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 1155 general information enquiries – and made 245 assisted referrals.

## Welfare Services

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.

Over the course of the year, we

have conducted 169 interviews for residents needing assistance with food relief which has resulted in the provision of food parcels to feed 478 individuals. A further 11 residents were assisted with prescriptions or fares. A total of 6 people have dropped in to our Office for food that they can eat at the Centre.

## Outreach - Settlement Services Worker

In partnership with Metro Migrant Resource Centre, Settlement Services Worker, Moushumi Martin has been based at the Centre every Monday since November 2012, providing casework and referral services to newly arrived migrants and refugees in the Canterbury LGA. We have been able to refer several people that attend the Centre to Moushumi for extra support in accessing services for a range of issues including; housing, parenting, visa and other welfare needs. In addition to providing casework, Moushumi co-ordinates a regular group of 7 to 10 Bangladeshi women who meet at Centre Monday afternoons to practice their English through storytelling.

## 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 488 residents were assisted by a JP at the Centre certifying 2802 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 64 residents.

## Certificate III in Micro Business

The partnership with Sydney Community College that commenced in February 2012 to deliver the Certificate III in Microbusiness Course for women interested in establishing and running their own home based business, has gone from strength to strength. There were 15 graduates





from the 2012 course and many of these women have gone on to establish their own successful small business.

Highlights from the 2012 class included the women holding their own stall in the Uniting Church Hall as part of Haldon St Festival. This was the first time many of the women had displayed and/or sold their goods to the public. It was a great day for everyone, with many women selling lots of items and getting great feedback about their products. More importantly through participating in the Haldon Street Festival, many women gained the confidence and skills to have a stall at other local festivals and events. Sometimes they share a stall or go solo, but many of the women now travel all over Sydney to festivals and markets.

Keen to continue to support each other the women have formed the, "Women's Micro Business Group for the Inner South West and Inner West of Sydney" so that women can discuss their business challenges, achievements and work together to support and grow their business. This group is slowly growing with future Microbusiness graduates and other local small business women joining to support each other to reach their business goals.

Starting in February 2013 we now have another 22 creative and

dynamic women undertaking the Microbusiness course. They are currently meeting with their business mentors and learning all the aspects of setting up a business. Given last year's success at the Haldon St Festival, the Micro business students were invited back to this year's festival and another successful day was held.

A very big thankyou to Joanna Maxwell class teacher, Tonya Cook Pedersen Course Coordinator and the several volunteer mentors that have supported these women throughout the course to help them realise their business dream.

### The Lakemba Ladies Lounge

Formerly known as the Lakemba Women's Social Space, the Lakemba Ladies Lounge operates at the Cottage every Thursday during school term from 9.30am – 12.30pm. The friendly and cosy atmosphere of the Cottage is the perfect space for women to come together, socialise and try an activity.

Every month there is a new activity, with women volunteering their time and skills to share their knowledge with others.

This year the following activities have been run at the Lounge including;



computer workshops, designing henna tattoos, hairstyling, threading, crochet, embroidery, knitting, meditation, card making and yoga. Between 9 and 24 women attend the Lounge every week.

The Lakemba Ladies Lounge wouldn't be possible without the many talented women donating their time and energy to running these activities, so a very special thankyou to all the women that have shared their skills and run an activity for others throughout the year.







## Information Seminars

In addition to the monthly activities, the first Thursday of the month is reserved for an information session with a presenter from an outside organisation. Thank you to speakers from the organisations below that presented on the following topics:

- **Menopause - what to expect?** - *Leichhardt Women's Community Health Centre*
- **Visa Information** - *Immigration Advice and Rights Centre*
- **Eat Healthy and Help Prevent Cancer** - *Leichhardt Women's Community Health Centre*
- **Manage your Money, Debt and Credit** - *Consumer Credit Legal Centre*
- **Email Basics** - *Canterbury City Library*
- **Introduction to Skype** - *Canterbury City Library*

- **Reduce Your Energy Bills** - *Home Energy Saving Scheme*
- **Healthy Lunch Box Ideas** - *Community Nutritionist*
- **Gardening in Winter** - *Garden Care*
- **Saver Plus** - *Benevolent Society*

While the Ladies Lounge is usually closed during the school holidays, this year women requested that we organise fun and low cost activities during the school holidays for them and their children to attend. This year we held the following fun activities during the school holidays, with a total of 110 women and children aged 0-12 attending.

- **July 2012** - *Excursion to Art Gallery and Picnic at the Domain*
- **October 2012** - *Tour and Picnic in the Lakemba Community Garden*
- **January 2013** - *Dance and Movement for Fun*
- **April 2013** - *Picnic and Games at Wiley Park*

## English Classes

In partnership with Mission Australia we have been able to run English Conversation Classes for women at both beginners and intermediate level.

Sam Elliot-Halls and Dee Grant both trained as volunteer English teachers through Mission Australia's Home Tutor Program and have been running classes at the Cottage, with an average of 15 women attending every Wednesday from 12.30pm - 2.30pm.

In addition to the English classes, Mission Australia also ran a four week training session at the Centre, to train up volunteers from the local community to teach English through the home tutoring scheme. A total of 11 people completed the course and were successfully matched up with people seeking English tuition at home.

## Learning English Directory

The Centre has published a Directory of opportunities to learn English each year since 2003 with the aim of making these opportunities more accessible for Canterbury residents. We were prompted to compile the Directory by the steady stream of residents calling in to the Centre enquiring about classes.

In 2012 the Directory was given a new look with the finished product easier to read and easier on the eye. 500 copies of the Directory were professionally printed and widely distributed. The Directory is also available as a download on our Website with many callers referred to this accessible and environmentally friendly alternative.

## Parenting Groups

This year we have been working closely with Tresillian Family Care Centre to deliver parenting programs, targeting women with children aged 0-3. Jamille Aboud has facilitated 3 Circle of Security Parenting Groups with a total of 26 women attending.

In addition to the above group, it was identified through the Women's Health Clinic the need for a parenting group for women suffering anxiety and depression following the birth of their baby. Suzanne Noisen from

Tresillian facilitated a group for women with post natal depression. Due to the high demand this group was conducted twice, for 8 weeks each time, with a total of 22 participants. For many of the women it was a comfort to know that other women experienced the same feelings and they weren't alone. For women needing extra support, Suzanne was also able to provide individual counselling to some of the mothers after the group.

Jo Duckmanton a social work student on placement from Sydney University was able to condense the Lets Get Connected Parenting Program and ran a 3 week session for parents interested in learning about a range of parenting resources and services available online. A total of 10 participants attended.

## Environment@Lakemba

The group of local residents that make up Environment@Lakemba have been very busy throughout the year. With a core group of 14 people meeting every 2nd month, this passionate group of people have organised a number of initiatives to educate the community about reducing litter and dumping of household rubbish in Lakemba. One of the first actions of the group was to develop a simple tip sheet on how

to help keep Lakemba clean. The flyer highlights five things people can do to reduce litter and how to contact Council to arrange for a household clean up.

Other activities the group has conducted include:

- A litter audit of Hampden and Peel Parks under guidance from staff of the Office for Environment and Heritage. This involved counting litter and surveying users of the park.
- A stall at Haldon Street Festival to hand out the flyer and other materials to educate the community about recycling and proper waste management.
- Two clean up days, one in conjunction with Hampden Park School at Hampden Reserve and the other on the Boulevarde at Lakemba for Clean Up Australia Day, 2013.
- An educational blitz of a street in Lakemba with flyers, posters, etc to measure the impact this had on reducing household dumping.

The success of this group has been due to the enthusiasm of the people involved and their willingness to actively educate the community. We would also like to thank Nell Graham from Canterbury City Council who has supported the group at meetings and activities, as well as securing funding for litter initiatives.







## Community Digital Learning

With assistance from the Canterbury Bulldogs under Clubs NSW funding, we were able to run two Community Digital Learning classes for people from Culturally and Linguistically Diverse backgrounds to gain qualifications in IT and train others from their community. A total of 30 people attended the classes and developed skills in Word, Publisher, PowerPoint, Internet and Email. Participants were also provided with training on how to train others from their respective communities. In addition to the training all participants received a desktop or laptop computer to enable them to continue improving their skills and assist others. Thanks to Ameer Khalaf and Zac Khondaxis from Matrix IT for teaching the students and organising the fantastic computers.



## Active Kids Playgroup

The Active Kids Playgroup is run in partnership with Margaret Peterson from the Lakemba Uniting Church. The playgroup happens every Wednesday during the school term from 9.30am – 11.30am. The number of families varies week to week but the average attendance is 30 families. This year there are a number of 4 year olds attending, so there have been some specific activities organised for pre-schoolers to help with the transition to school.

## Computers for Beginners

During the year we have been able to offer two Computers for Beginners Classes through Bankstown College of TAFE Outreach Section. The classes were offered over 18 weeks each and were each filled by 17 students keen to learn the basics of Office programs and Internet usage. Thanks to Cathy Goninan from Bankstown TAFE and the fabulous Lorraine and Chris who taught the classes.

## Making Money Count

Thanks to the financial educator, Lillian Pagnallo from Mission Australia, a 4 week workshop was organised to assist women gain greater confidence managing their

## Tax Help

The Centre was able to participate in the Tax Help Program in 2012 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 2012 with a total of 32 individuals assisted over an eight week period –an increase on the previous year.

Our thanks to 2012 Tax Help Volunteer Henry Luo and to the Staff at the Australian Taxation Office for making this valuable community service available.



money, as well as improve their budgeting and saving skills. With lots of practical tips and worksheets, women reported feeling more confident about managing their household budget. A total of 8 women attended.

## 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 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.

## Haldon St Festival

The Haldon St Festival was held in August 2012 and proved yet another successful event organised by Canterbury City Council and the Haldon St Festival Organising Committee. 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.

We also supported the students of the Microbusiness project to promote their wares in a specially created space in the Uniting Church Hall.



In addition Environment@Lakemba also had their own stall with lots of information about waste removal and recycling.

## Lakemba Learners - Learn to Drive Program

In partnership with Canterbury City Council's Road Safety Officer, Colleen Barclay and language assistance from Umme Salma a series of 5 Driver Education and Safety Workshops were held to assist women from culturally and linguistically diverse communities obtain their Learners Driver's license.

Each week participants learnt a new aspect of road safety and practised the online Drivers Knowledge Test. A total of 18 women attended the classes with 11 women booking in for their Drivers Test at Bankstown RTA. Of the 11 women that undertook the test a total of 8 passed on the day, with two others successfully sitting the test at a later date.

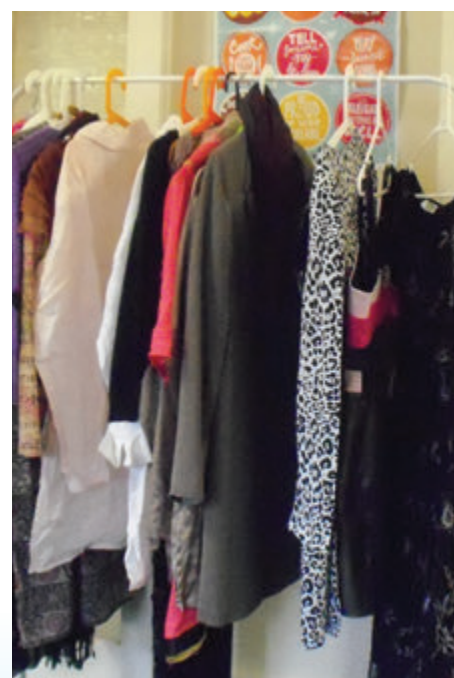
## Swap Party

Once again we held a SWAP party during recycling week in November. This year we held the event at the

Cottage with a focus on women's and children's clothing and accessories.

The cottage was full of pre-loved clothes and over 40 women attended. There was much laughter and sharing, as women sorted through the clothing, tried on something 'new' and went home with some new additions for the wardrobe.

Clothing left over from the day was donated to the Salvos Second Hand Shop at Haldon Street, Lakemba.





## HEAL

Working with Canterbury City Council and the Active Canterbury Together program, we ran the 8 week education and physical activity program HEAL – Healthy Eating Active Lifestyle during first and second term 2013.

Targeting women over the age of 18 at risk of developing diabetes or heart disease, the class included an hour of exercise and an hour of healthy lifestyle education, focusing on nutrition and dietary requirements.

A total of 27 women attended the classes.

## Events

This year a number of special events have been celebrated throughout the year to bring women together and celebrate community.

These events have included:

### International Womens Day

Working in partnership with the Women's Initiative Network to celebrate International Women's Day, 130 women attended breakfast and morning tea at Café Du Monde, on Haldon Street. Women were able to be pampered with a henna tattoo and manicure, participate in an Ethiopian Coffee ceremony, find out about local services for women and enjoy a delicious coffee and sweets. A highlight of the morning was the installation of a permanent community noticeboard in the Café. A very special thankyou to Fatima from Café Du Monde for suggesting the noticeboard and making this event so special.

### Harmony Day

This year we held two events for Harmony Day. Sharon Todd from Leichhardt Women's Health Centre delivered a great dance workshop for the children and their parents at playgroup. Everyone learnt some

simple and fun dance moves from around the world. The hall was very busy with 23 Adults and 34 children.

Our second event was under the title, Taste of Harmony. 52 women brought a delicious plate of food to share and watch performances from the Sierra Leone Cultural Dance Group and traditional Bangladesh dance performer Sadia Rahman Parly.

### Chand Raat

To celebrate the end of Ramadan we held our first Chand Raat Celebration on August 2012 for women to get ready for Eid. Starting at 6pm and finishing at mid-night, over 100 women came to celebrate Eid in a traditional way. A range of clothing, jewellery and accessories were available for sale, as well as a range of beauty services such as threading, facials and henna. Feedback on the evening was very positive, with many women stating they hoped the Centre would make this an annual celebration.







## Knitting from the Heart

The Knitting from the Heart Group has continued to meet each Friday during School terms at The Cottage.

This is 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 a diverse group of ages, languages, religions, cultures and knitting skills represented in the group.

## 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

It is pleasing to see the crossover of skills, stories and experiences between the two groups.

## Women's Free Health Day

To increase awareness about the importance of breast screening in Canterbury we worked closely with BreastScreen NSW and Leichhardt Women's Community Health Centre to organise a Women's Health Day for women aged 40 -69. A total of 18 women from very diverse backgrounds took the trip to Canterbury Hospital where they had a mammogram, diabetes and blood pressure check and attended an information session about menopause. There were also lots of laughs with a laughter workshop and a delicious healthy lunch provided by one of our Micro Business students.

## Lakemba Women's Health Clinic

This clinic is made possible due to the partnership between the Centre, Leichhardt Women's Community Health Centre and the Central Sydney General Practitioners Network. Staffed by the fabulous nurse, Chris Finnie the clinic operates on the 1st and 3rd Wednesday of the month from 9.30am – 4.00pm.

A total of 128 women have visited the clinic over the last 12 months for a range of health concerns including; pap-smears, post-natal check ups,

anxiety, screening for Vitamin D levels, advice on contraception and menopause and a range of other general health concerns.

In addition to the Clinic Chris has also run a series of cancer prevention workshops and talks on the importance of good nutrition and exercise in preventing cancer, the role of Vitamin D and some of the myths and misconceptions of menopause.

Many thanks to Roxanne McMurray the Manager at LWCHC for her support in guiding the Clinic and of course the wonderful women's health nurse, Chris Finnie for creating such a welcoming and safe place for women to access health services at Lakemba.

*Congratulations*

To our Community Builders Team of Kate Maclean and Romana Waseem. Lakemba Neighbourhood Centre Project was joint winner in the NGO Category in the NSW 2013 Building Inclusive Communities Awards.

# Lakemba Community Garden

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



Lakemba Community Garden was established in 2010 as a partnership between the Centre, Canterbury City Council and the SAVE project. From 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 and has also been well supported by our Garden Care staff – particularly Debbie Dunn who has led many of the working bees and organised a varied and interesting training calendar.

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, get some exercise, learn some skills and meet others in their neighbourhood. 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 6 residents waiting for a Plot to become vacant. Our Plot Holders come from many 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.

Although an activity of the Centre, the Lakemba Community Garden is supported by the Gardeners through a small Advisory Committee which was elected in July 2012 at our Annual Dinner and meeting. This

Committee has met on a regular basis throughout the year and we thank members Sylvia, Jeannette, Uma and Danny for their support and attendance at these meetings.

## Working Bees

During the year ten working bees have been held which provide an opportunity for members and friends of Lakemba Community Garden to meet to maintain and develop the shared/communal spaces of the garden. Working Bees are when the entire garden becomes the focus and not individual plots. It is also a social time where Plot Holders can meet each other and discover each other's plants. During the working bees the gardeners have mulched many of the shared paths, cleaned and tidied the garden shed, pruned plants in common areas, weeded and harvested the herb spiral, shared seeds and looked after the compost bins.

A highlight of the year was having some of our signs translated in to many community languages by the women who attend various activities at the Cottage. These signs seek to educate our community about the garden in a friendly and inclusive way.





## Awards

The Lakemba Community Garden won second prize in Canterbury City Council's Spring Garden Competition in the Produce Garden category. The prize included a voucher for \$150 to spend at Downes Nursery.

## Community Education and Training

The Lakemba Community Garden provides a space for training and community activities and over the past year 16 workshops have been attended by 223 people. Workshops have been held either at the garden, the Centre or Cottage, or part of a bus trip to other places of interest. Topics have included;

- Birds in Backyards
- Lunar Planting and Crop Rotation
- Natural Pest Management
- Pruning Workshop – Part I & II
- Gardening in Small Spaces
- Earthworks – five sessions held over four consecutive weeks including Waste and Recycling, Water and Energy Saving, Community Outreach and Presentations, Green Cleaning and Smart Shopping, Composting and Worm Farming.

- Introduction to Native Bee Keeping
- Understanding Native Plants
- Weed Identification and Control Techniques
- Low Maintenance Gardening (Seniors Week)
- Downes Nursery and Camden Community Garden Bus Trip

We thank all the Trainers with special appreciation to Canterbury City Council for organizing some of the workshops in partnership with the Centre. This year we have brought together many of the Community Gardeners and Garden Care Volunteers through training and

there has been a great sharing of knowledge, information and ideas. Most workshops have also been open to members of the general community who have also enjoyed learning new skills in the company of other gardeners.

On the 8th September 2012 the Garden hosted the I ♥ Lakemba Environment Day which was attended by over 100 local residents who enjoyed the stalls run by the Centre, Council and Inner West Seed Savers, workshops on Native Bees, turning pools into ponds, composting, worm farming, seed saving, and creating low maintenance gardens. Reverse Garbage ran two children's activities where children made wind chimes from recycled materials. The free sausage sizzle was also popular as were the tours of the community garden provided by the gardeners.

## Thank you

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



# STARS (Skills, Training and Resource Service)

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



**S**TARS is a training, recruitment and referral service for volunteers, and covers the four local government areas of Canterbury, Leichhardt, Marrickville and Bankstown.

We are funded by the Australian Government Department of Health & Ageing and NSW Department of Family and Community Services, Ageing, Disability and Home Care through the Home and Community Care (HACC) Program. We also receive assistance from Canterbury City, Leichhardt, Marrickville and Bankstown Councils.

## New Funding Arrangements

In July 2012 STARS transitioned into changed funding arrangements with its funding bodies, entering into a new funding agreement with the Australian Department of Health & Ageing who is now responsible for services addressing the needs of older HACC clients and their carers. We also retain a smaller proportion of funding from NSW Department of Family & Community Services (Ageing Disability and Home Care) who continue to fund services for younger people with disabilities and their carers.

Donna Brunton is our new Volunteer Recruitment & Training Officer and a very welcome addition to the team. 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. Donna Brunton, STARS Recruitment & Training Officer, holds a Cert 4 in Training and Assessment and will also be delivering STARS training

We also use specialists from other services and independent consultants with expertise and experience in their field. For example; Bharat Rai, Coordinator Inner West Multicultural Access Project; Bankstown Community

## STARS Staff

This year we said goodbye to Recruitment & Engagement Officer, Maureen Nash who left us for the perfect climate of Brisbane. We wish her all the best. Joanne Moreton joined the team briefly to coordinate the Bankstown Volunteer Project, leaving after a few months to pursue full time employment.

*'I really liked this course, it clearly explained everything about understanding your role as a volunteer.'*





College; Rob Watson, Bridge the Gap Training & Assessment; Carol Sin, OT, Australian Nursing Home Federation; Northcott; Sue Greig, Registered Nurse, MN (Infection Control); Vicky Coumbe, Aids Council of NSW; Adam Holstein, MDS Training; Grace Leotta; Alzheimer's Australia; Anny Druett, Global Values Exchange; Jackie Guy, Aboriginal HACC DO; Medilife; Safetyworks; Anne Maree Kerr, IT Training Coordinator, TRI Community Exchange; Jane Massa & Sema Erbil, Specialist Mental Health Services for Older People, Sydney Local Health District; Anne Tunks, Project Officer, Dementia Advisory Service, Sydney Local Health District; Gail Carroll, A/General Manager, NSW Meals on Wheels Assn; Steve Champion, Recovre Group; Deborah Soper, Hammond Care Dementia Centre & YWCA; Debbie Jamieson, D Jamieson Consulting; and Anthony Brown, Project Officer, Men's Health Information & Resource Centre, UWS.

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 70 training sessions, including the following topics:

- Volunteer Induction
- Pruning Workshop
- PowerPoint Presentations

- Listening & Responding to Client Needs
- Promoting & Fostering Client Independence
- Apply First Aid (Fast Track)
- Cultural Awareness
- Fire Safety
- Grief & Loss
- Disability Awareness
- Manual Handling
- Work Health Safety Act 2011
- Strategies to Defuse Difficult Client Situations
- Assertiveness Skills
- Customer Service Skills
- Activities with Clients
- Food Presentation
- Suicide Prevention in Older People
- Facilitate Support Responsive to the Specific Nature of Dementia (Accredited TAFE Course)
- Legal Issues for Boards
- Boards Role in Leading & Managing Change
- Aboriginal Cultural Awareness
- How to Make Your Service GLBTIQ Friendly
- Risk Assessment & Risk Management



- Disability in a Cross Cultural Context
- Welcome to the Journey – Person Centred Approach
- Infection Prevention & Control Standard Precaution
- Basic Emergency Response
- Manual Handling (Cantonese)
- Stress Management & Relaxation
- Working Within Boundaries

During this period STARS delivered training to 554 volunteers and 462 staff and 24 others – a total of 1027 people trained.





## Training Highlights

### Manual Handling Training (Cantonese & Mandarin)

Carol Sin, Occupational Therapist with the Australian Nursing Home Federation, delivered Manual Handling training to Home & Community Care volunteers in Cantonese and Mandarin. STARS are very grateful to Carol for delivering this training and are committed to finding experienced bilingual trainers so that other training needs identified can be delivered in community languages.

### Work Health and Safety

Work Health & Safety has continued to be a priority training area and STARS facilitated both calendar and onsite training sessions for HACC volunteers across Canterbury, Leichhardt and Marrickville LGAs on Risk Assessment & Risk Management and Basic Emergency Response.

### Improving Cultural Competence

We are working with local services

*'Understanding what has been explained to me and making me feel comfortable from start to finish. Very helpful.'*

to assist the development of cultural competence. Bharat Rai, Coordinator, Inner West Multicultural Access Project co-delivered Cultural Awareness training, and Anny Druett and Jackie Guy delivered Aboriginal Cultural Awareness. This was another "full house" and another full days training is being scheduled for October.

### Way2Go

The Way2Go Volunteering Toolkit for Volunteer Managers is an excellent resource providing comprehensive information for best practice in volunteering programs. The Program was developed by Albury Wodonga Volunteer Resource Bureau. STARS delivered the training in the Leichhardt LGA and will be rolling it out to other LGAs in the coming year.

### Feedback

Course participants are encouraged to provide us with feedback after every training session. STARS achieved above its benchmark for 100% of training during 2012/13.

### Training Needs Analysis

To inform the Training Calendar for the next twelve months STARS conducts a Training Needs Analysis survey among its target group. This provides vital feedback from service providers and other stakeholders about training needs and gaps in the sector. This year we conducted this jointly with our Southern Sydney Volunteer Connection partners, using the online tool, Survey Monkey.







### Focus Groups

STARS also held three focus groups in the LGAs of Canterbury and Marrickville for service providers to identify priority issues in their volunteer programs that could be addressed through training.

### Volunteer Recruitment and Referral

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

The STARS Volunteer Recruitment and Training 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 2012/2013, 173 volunteers were provided with information on volunteering, 93 were referred to both HACC and non-HACC not-for-profit services across the LGAs of Canterbury, Leichhardt and Marrickville and 13 were provided with other options.

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.

### A Volunteers Story - Natasha

I am currently a volunteer at STARS and am assisting staff to complete a Volunteer Handbook for the Bankstown region. I applied to become a volunteer about a month and a half ago and was very pleased with the overall recruitment process as it was very prompt and straightforward. What was most impressive was the attitude that the volunteer supervisors and centre workers had with the volunteers. The staff members were welcoming and there was a sense of belonging. STARS had a range of volunteer positions available to choose from.

My current role involves contacting different agencies in Bankstown and requesting them to take part in the Volunteer Program by being listed in the Handbook, and then emailing details. The job has been made easier for me as all the material needed has been provided by STARS and the supervisor is always there to help me out.

I would definitely encourage others to choose STARS when looking to volunteer and I assure them they will not be disappointed.

## STARS Volunteers

We are lucky to have some skilled volunteers working directly with STARS. Shabnam and Nafisha are both providing invaluable assistance to the STARS team. We would also like to thank Elizabeth, Suma, Hawa, Jaye and Sayeeda for their contributions throughout the year, and wish them all the best.

## 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 2012/13 STARS engaged in the following promotional activities:

- Haldon St Festival
- Marrickville Festival
- Canterbury Seniors Week Expo at Roselands Shopping Centre
- Southern Sydney Volunteer Expo
- Womens English Class Presentation
- Info Stall at the Ignite Volunteering Conference

## Local Councils

STARS is supported by Canterbury City, Leichhardt, Marrickville and Bankstown Councils.

Marrickville Council supported our GLBTIQ Forum held in March 2013; Canterbury Council continued to support our Recruitment & Referral Service; Leichhardt Council also continues to support our Recruitment & Referral Service and is also supporting the roll out of the Way2Go Volunteering Toolkit for Volunteer Managers; and Bankstown Council provided support for the STARS Bankstown Volunteer Project. The support of these Councils is greatly appreciated.

## Networks and Partnerships

### Southern Sydney Volunteer Network

STARS formed a partnership with 2 other Volunteer Resource Services in the southern Sydney area, Volunteer Link and Volunteer & Training Service (VAST). These are our sister services who deliver volunteer training, recruitment & referral in the Eastern Suburbs, City of Sydney, St George and Sutherland.

The network has worked together on training delivery, events and co-sponsored the Ignite Volunteering Conference in Sydney in June 2013.

STARS actively participated in the following networks to work cooperatively with other agencies to facilitate enhanced service delivery:

- HACC Forum
- NSW Community Care Training Service Network
- Marrickville Aged Services Interagency
- Abuse of Older People Reference Group
- Canterbury Service Providers Support Network

## Special Events

### Bankstown Volunteer Project

STARS received funding from Bankstown Council to address a gap in service in this area, The STARS Bankstown Volunteer Project will promote volunteering to the residents of Bankstown LGA; liaise with service providers to identify volunteering positions and training needs for volunteers; and provide some calendar training to volunteers already assisting services in the Bankstown LGA. The Project will be officially launched later in the year.

### Gay, Lesbian, Bisexual, Transgender, Intersex & Queer (GLBTIQ) Forum in Marrickville LGA

To address the needs of the ageing GLBTIQ community, STARS held





a Forum in Marrickville entitled “How to Make Your Service GLBTIQ Friendly and Accessible.” The forum was supported by funding from Marrickville Council and featured speakers from the AIDS Council NSW (ACON); The Gender Centre; Organisation Intersex International (OI); and The Aged Care Resource Service (TARS).

#### Volunteer Coordinators Forums

STARS held a Volunteer Coordinators Forum in November to support service providers delivering volunteer programs, facilitated by People First Total Solutions.

#### Volunteer Awards

STARS hosted the NSW Volunteer of the Year Awards for our region with special guests Robert Furolo, MP, Member for Lakemba and Lyn Dalton, CEO, Centre for Volunteering.



## Conferences

STARS is committed to the professional development of its staff and keeping up to date on new ideas and developments in the sector. Attendance at professional conferences is one way of addressing this and in 2012/13, staff attended the following conferences:

- Ignite Volunteering Conference
- GLBTIQ Conference
- Keystone Conference
- Activating Enabling Forum
- Abuse of Older People Forum

## National Volunteer Week 2013

This is always a busy week for STARS and as well as being involved in Vol Fest, our thank you to the Centre’s volunteers, we organized a special event for local volunteers.

On May 16th STARS recognised local volunteers during National Volunteer Week by inviting them to a Volunteers High Tea. Over 50 volunteers from a wide range

of services across Canterbury, Leichhardt and Marrickville LGAs were treated to a beautifully presented afternoon tea, pampered with head and neck massages, treated to a floral buttonhole workshop and entertained by comic magician extraordinaire, Adrian Dean.

Robert Furolo, MP, The Member for Lakemba, was our special guest. Robert praised local volunteers for their dedication and for the difference they make to other people’s lives.

National Volunteer Week is held every year in May to recognise and honour the millions of volunteers across Australia.

Thanks

STARS has on its team staff members who are highly skilled, qualified and passionate about delivering a professional and responsive service to the sector. My thanks to Deb and Donna, for their energy and commitment.

My thanks also to Liz and all the 4cs staff for making this such a supportive place to work.

**Gillian Whalley-Okafor**

EO, Ageing and Disability Support Services/  
STARS Coordinator.

# Shed Projects



**T**his year, our Shed projects, which include the Men's Shed, Bike Shed and the mentoring programs, are continuing to grow and produce great outcomes for the men involved and the community in general.

The Canterbury Men's Shed was established to meet a need for community based services that are appropriate to the needs and interests of older men in the community. The 4cs Shed programs are one of the only male specific spaces for men in the Canterbury area and allows men to make new friends, share their skills and discuss common problems, while highlighting the valuable contribution men make to their community.

You just have to visit one of the days at the Shed and you get a good sense of the camaraderie and good will that's present.

## Canterbury Men's Shed

**Supported by the Canterbury Club Grants Scheme (Canterbury Hurlstone Park RSL Club)**

In 2012/13, membership has increased to 35 men. The Men's Shed operates on Wednesdays and Fridays with members are busy working on a variety of project throughout the year, including –

- Mallets and table for a traditional Korean rice cake making ceremony at the Campsie Food Festival
- 15 possum boxes for WIRES (Wildlife Information Rescue and Education Service)
- 10 reading stands for vision impaired children at Wangee Park School in Lakemba

- The restoration of 10 eating chairs for Earlwood Children's Centre
- A manger for St Charbel's College, Punchbowl, for their Christmas play

One of the main projects we have been working on the last 6 months is improving our storage systems. We receive a lot of timber that is generously donated by community members, but need a better way to store it so it reduces clutter and is easier to access. We received a \$2,300 grant from the NSW Government Community Building Partnership to assist with this and it is a process that will take a number of months to complete.

When finished, we should have more work space to keep the guys even busier, as well as a comfortable sitting area for the members to sit around and chat.



*'What I like most about coming to the Shed is catching up with all the blokes... The ability to discuss your problems, or sickness, and realising other men have similar problems.'*



## Community Bike Shed

Funded by Canterbury City Council

Like the Men's Shed, the primary focus and purpose of the Bike Shed is for the health and wellbeing of members, their families and the community in general. But it is also focused on encouraging people to use their bikes more, by developing skills in bike repairs and maintenance.

One way this is done is by donating repaired bikes to local community organisations in the Canterbury area, who then distribute them to members in their local community. This helps reduce landfill by recycling/reusing bikes, while promoting social harmony and inclusion through community capacity building and skill sharing.

Members meet twice a month to work on donated bikes and get them "back on the road". It's a very relaxed and social environment, with keen and committed Bike Shed members working hard to salvage and repair all kinds of bikes for reuse.

The beneficiaries of this labour of love are disadvantaged communities not just locally but also worldwide. While restored bikes are donated to disadvantaged communities locally, dismantled bike frames are donated to community organisation where they are turned into wheelchairs. These wheelchairs are then shipped overseas and are donated to victims of landmines. The Community Bike Shed mechanics have spent 480 hours in dismantling, repair and restoration work with an output of more than 30 bicycles and scores of bike frames during the year.



With plans for a refurbished bike shed on the drawing board and the volume of donated bikes ever increasing we could do with a few more hands at the Shed. Membership to the Community Bike Shed is open to both male and female residents of Canterbury LGA aged 18 and over. If you have some time on your hands and want to spend it on a worthwhile cause why not pay us a visit and sign up a membership form. The Bike Shed meets every 1st and 3rd Saturday of the month at the Canterbury Men's Shed.

It has been a pleasure being involved with the members of the Bike Shed who kindly contribute their time to such a valuable cause. We would like to also thank Canterbury City Council for providing the funding for a successful project and Jordan Moy (Canterbury City Council Sustainability Officer) for his enthusiasm and support for the project, Canterbury Men's Shed for their generosity in sharing their space and resources with the Community Bike Shed.

**Jegan Nadeson**  
**Shed Projects Community Worker**



*'I love coming to the Bike Shed. Always picking up more skills for maintaining and fixing bikes and of course enjoying the company of some wonderful generous positive people that I call my friends.'*



## Toy Sale

The annual Men's Shed Toy Sale was held on 24th November 2012. It was a very busy day, with all the guys working hard throughout the year to make products to sell. There was a raffle, BBQ, cakes, tea and coffee and lots of chatting to the public, all impressed with what these guys can do. It was a real family affair with wives and other family members helping out and showing their support.

The 4cs Knitting from the Heart Group also chipped in, making blankets and coverings for the cots we sold. All the help was greatly appreciated and made it into a successful day! All up, the men made over \$3000, which was used to purchase new tools and materials for the Shed and to contribute toward some of our other operating expenses.

The success of the Men's Shed is due to the Members themselves, who make it enjoyable and a rewarding place for everyone who is involved. Special mention needs to go to the Steering Committee members David Brown, Francis Carver, Jacques Chaperon, Dick Graham (who were all Team Leaders), Brian Brookes and Tony Brady for accepting a greater role and their support and commitment to functioning of the Men's Shed.



## The Vindin Family

We would like to personally thank the Vindin family for the donation of \$3000 to the Men's Shed during the year. Dawson Vindin was one of the founding members of the Canterbury Men's Shed and sadly passed away in 2012. Dawson loved coming to the Men's Shed and cherished the friendships that he made there. His family wanted to acknowledge what the Shed meant to him and gave us this generous donation, which is greatly appreciated and has been put to good use by purchasing some machines and other equipment to keep the Shed going.

## Annual Survey

Once again we conducted a survey of members to gain suggestions and feedback on the Shed and ideas for improvement. The results of the survey always give a glimpse of what coming to the Shed means for our members.

## Mentoring Programs

In 2012, the Canterbury Men's Shed formed a partnership with Creating Better Career Connections (CBCC) to run mentoring programs with high school students who are at risk of dropping out of school. This program has developed and grown in 2013, producing even further positive outcomes.

Allan Waldon and Grahame Nevin from the Bike Shed have taken on the role as mentors with students from Belmore Boys High School, repairing bikes. David Brown, Jacques Chaperon, Dick Maney, Ian Fairbanks and Jim Lamb from the Men's Shed have been mentoring students from Condell Park High School, making timber projects, such as dolls houses which they donated to the Infant's Home in Ashfield.

All the mentors have really embraced their roles, with 75% of the boys who have passed through the program either staying at school or going on to





further training and/or employment. The boys are happy, their families are happy and their teachers and schools are happy! The men involved need a big, hearty clap as their role as positive, attentive male role models that have had a beneficial impact on these boys' lives. Well done!

## Men's Health Week, 10 - 16 June, 2013

Men's Health Week is celebrated throughout Australia every year. This year, the 4cs took a leading role to promote some of the important themes of Men's Health Week.

Along with City of Canterbury Library and Inner West Sydney Medicare Local, we put on a number of events to highlight some of the ways men (and their families) can make sure they're looking after themselves.

The main area we tried to emphasise was the importance of men and their families to be aware of the services and programs available in the local area. Just getting involved with other like-minded people can greatly



assist in improving men's health and wellbeing.

We had a number of activities to encourage men to come and visit us. These included a clock making demonstration at City of Canterbury Library with a presentation about men's health by Inner West Sydney Medicare Local and Community Health Centre staff and Open Days at the Men's and Bike Shed, so people

could come along and see what it's all about and of course.....BBQs.

All activities were positively received and hopefully next year we can build on these outcomes to further stress the importance of men's health for themselves, their families and the community as a whole.

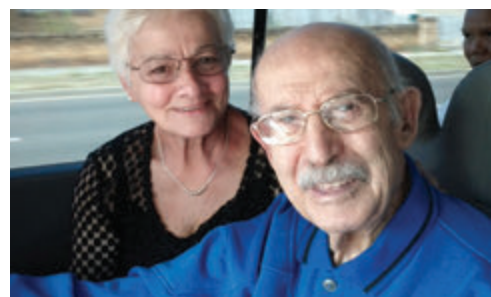
**Glenn Harding**

**Shed Projects Community  
Development Worker**



# Centre Based Day Care Programs

Funded by the Australian Government Department of Health & Ageing, NSW Family & Community Services (Ageing, Disability and Home Care) under the Home and Community Care Program



**O**ur Centre Based Day Care Program 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 Program is to assist service users to remain living independently in their own homes and avoid institutional care, through the provision of social support. The Program is delivered through two groups – the 4cs Friendship Group and Shed Mates.

## 4cs Friendship Group

It's been another exciting, informative year for the 4cs Friendship Group. We have had 4 new members joining this year via referrals or through word of mouth. We currently have 30 active clients and 4 on our waiting list and have also referred 4 clients to other services.

The group meets each Thursday at the Centre. Those requiring transport are provided with a door to door service, and assisted on and off the vehicle by a volunteer. Some of our service users also travel to the Centre independently.

A typical morning for the 4cs Friendship Group includes morning tea, followed by a Guest Speaker, an entertainer and some brain-teasing games. The group then does some

gentle exercise which is followed by a nourishing two or three course meal. After the meal the group enjoys some games of Bingo, or perhaps a sing-along.

Once a month we enjoy an exciting outing full of adventure, wonderment and of course, great food. We also have an additional monthly Tuesday outing which is still very popular especially to those clients who are more physically and socially isolated and the numbers for the Tuesday outing have grown. This Outing is now joined by the 'Shed Mates' group with the joining up of the two groups providing a wonderful opportunity for social interaction and the sharing of stories and information.

## Shed Mates

This group was previously called Day Care with a Difference but with the change of name to Shed Mates has become a weekly service which has been running successfully this year every Tuesday, with Shed Programs Project Worker Jegan Nadeson. Shed Mates works in collaboration with the Canterbury Men's Shed and Service Users meet at the Shed two or three times a month. Shed Mates specialise in finishing wooden items made by the Men's Shed, light assembly and project work. The group also enjoy morning tea and a

three course meal when they meet, enjoy playing card and board games. At the moment the group is running to over capacity. A feature of the program is the combined quarterly outings to venues with Canterbury Men's Shed members and their carers/partners.

## Guest Speakers

An aim of both groups is to increase access to information about local health and community services and to this end Guest Speakers from relevant services and organisations have attended the Program:

- Concord Hospital – Osteoporosis
- Australian Hearing – on sight hearing tests
- Health Care and Special Needs Products
- Riverwood Shopping Service
- COTA- Connecting Men and HACC Services
- Podiatry Session with the Home and Community Centre
- The Macular Degeneration Foundation
- The Crime Management Unit

We have also provided Service Users with material and information from a wide variety of sources and on a wide variety of topics including:



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

## Outings and Special Days

An important feature of both groups is the provision of a monthly or bi monthly outing where we visit different places of interest, share lunch together and a bus trip. Some of the destinations for our Outings this year have included a picnic in Carss Park; for a cruise on the Georges River; Rockdale RSL; Maroubra Seals; Malabar RSL; Bankstown RSL; Bankstown Sports Club; Earlwood Ex-Servicemen's Club and a seafood lunch at La Pouse.

We celebrated the following Special Interest Days: Fathers' Day; Mothers' Day; Melbourne Cup Day including a Hat Parade & Sweep; End of Year Party; Australia Day; Valentine's Day; Easter; Senior Citizens Week. We also commemorated Anzac Day.

## Volunteers

Both groups are supported by dedicated volunteers, whose commitment to ensuring the comfort, safety and enjoyment of the service users is to be commended. Many thanks to the 4cs Friendship Group team - Layla Lavorato, Almaz Matar, Elaine Lawler, Giselle Le Bon, Seta Sissaguian, Sylvia Kefalianos, Ines Zarate, Anne Badjakian, Maree Shanahan, Marie Papi and Abul Azad. Thanks also to our Shed Mates team of Robert Randall and Syed Rahman. We really could not do it all without you!

These amazing volunteers also give their time to attend many courses such as Manual Handling, Volunteer Boot Camp (which included Duty of Care and Managing Emotions at the Frontline), Dealing With Complaints and Feedback, Goal Setting and Decision Making in Life, Volunteer Essentials and Dementia Awareness. This dedication to attending training has ensured that our volunteers are kept up to date on how to best support our service users and we thank the STARS team for their support in this regard. Our Volunteers also participate in the planning of activities through their involvement in the Service Support Subcommittee and this support is invaluable to the delivery of a high quality service.



## Thank you

Special thanks to Riverwood Community Centre for the use of their vehicle and to Bankstown Canterbury Community Transport (BCCT) who continue to support the service and are willing to accommodate us when we ask for an extra bus! A big thank you to the BCCT drivers and to our own driver, Nic Marino, for their careful driving and care of our service users.

Thank you to our funding bodies, the Department of Health & Ageing and Department of Family and Community Services for their continued support. Thanks again also to the wonderful staff and volunteers and a special thanks and our appreciation to those service users who attend each week and share their friendship and stories with us.

**Rosanna Hasan**  
Centre Based Day Care Coordinator



# Garden Care and Lawn Mowing

Funded by the Australian Government Department of Health & Ageing, NSW Family & Community Services (Ageing, Disability and Home Care) under the Home and Community Care Program



**G**arden Care continues to provide supportive, flexible services to people living within Canterbury, Marrickville and Leichhardt local government areas.

The Garden Care program assists people to remain living in their own homes and be part of their community by providing home maintenance - either subsidised gardening or lawn mowing, for aged people or people living with a disability and their carers.

Over the past year the service has continued to develop. Garden Care currently provides service to 425 Clients across the three local government areas, which is a 40% increase from the previous year in terms of the number of people we have helped. Home and Community Care outputs totalled 15,785 for the reporting period.

Garden Care has been able to achieve the increase by implementing a few changes to some of the ways we work whilst maintaining the high quality Clients have come to expect. For example we now have teams working every Saturday, as well as every weekday.

For Clients agreeing to, we visit prior to each main appointment to spray weeds with a safe, low level herbicide. This has worked well considerably reducing the manual work in each garden - both of these

changes enabling more gardens to be visited on a weekly basis.

We have also improved our Client Management system now capturing more data which will allow even greater accuracy for obtaining a range of statistical snap shots and for better long term planning.

Whilst we have been fortunate to increase Client numbers over the last year, the waiting list for service remains extensive. Currently there are over 400 people waiting for service, translating to a waiting time of over 1.5 years for most people.

Again we are always looking at ways to improve efficiency and reduce the waiting list, yet with such a high need high demand service the list always continues to grow. We thank those waiting for service and those referring Clients for their patience and understanding with this.

Garden Care has been involved with several community events during the last year for example hosting information stalls at the local Marrickville Festival, the Greek

Community Info Day in Lakemba, and the Southern Sydney Volunteer Expo at Sutherland.

Staff have delivered information talks to CALD specific groups through Canterbury Multicultural Aged and Disability Support Services and Riverwood Community Centre, and been active working with groups running at 4cs hosting gardening workshops with participants of Lakemba's Ladies Lounge and working on joint projects with Canterbury Men's Shed.

Team leaders have spent time with other similar garden care services across Sydney and been very impressed with the work they do – we've been able to reflect on some of our practices and put improvements in place.

We held workshops during Senior's week jointly with Canterbury City Council that were very well received.

A new training program was setup with South Western Institute TAFE which we hope to continue to provide training for both Garden

*'A note of thanks to [the] helpers who did such a wonderful job on my garden. It has given me a great lift at a bit of a low time to see everything looking so good.'*



Care volunteers. Volunteers are an integral part of what Garden Care achieves and their contributions cannot be overstated.

Garden Care has averaged 35 regular volunteers over the last year who graciously give their time week in and out. We appreciate their effort in the garden as well as the respect and kindness they show to the people we help; Garden Care could not achieve the success it does without our generous volunteers!

A survey written by Garden Care was completed by volunteers in late 2012, with results enabling us to better support their needs, and we will endeavour to respond as best we can.

**L**awn Mowing for Clients is predominantly carried out by one of 10 contractors currently engaged with Garden Care. Each contractor has a number of Clients, clustered as best as possible in areas they request over the three LGA's.

All Contractors have current police checks and appropriate insurances, and we regularly check in with Clients to ensure they are happy and comfortable with both the service and the manner it's provided – we ensure Clients have opportunity to provide us with honest confidential feedback by a number of avenues, and respond as suitable.

Big thanks to all of the Lawn Mowing

*'A very big thank you and god bless you for the wonderful things you do every year. I cannot express how happy it makes me to see the joy on mums face after all your wonderful efforts.'*

contractors for the quality service they provide and the empathy and courteousness they show to the Clients. Internally, the Garden Care team has been working efficiently and harmoniously.

We have been fortunate to have two new Garden Support Workers join the team. Madi joined the team in July 2012; their keenness and sincerity has been a great boost to the program. Gavin joined us in May 2013 and will be here for twelve months – his wealth of horticulture and other work experience has already helped greatly, and he will surely provide a positive dimension to the program.

To our ongoing dedicated staff; Nicole's aptitude to take on new tasks during the last year, while thoughtfully continuing her usual lawn mowing and gardening roles has been most helpful for the service. Su's warmth to Clients, balanced with practical on-ground support is as appreciated by all those she helps, and Yvonne's diligence, reliability and efficiency to all her tasks makes the office life run smoothly.

Deb's experience in all facets of the program is invaluable – she continues to provide a stable supportive role for staff and Clients alike.

It's a pleasure to work with such honest, compassionate people and the support they provide to all those they engage with is ever appreciated. Personally, I look forward to working with Garden Care for years to come.

Thank you to our funding bodies, FACS and DoHA for their ongoing support – through the support they provide we look forward to helping more people long in to the future. Thank-you too to Canterbury City Council for the ongoing help they give in the provision of mulch and collection of green waste, similarly to Marrickville and Leichhardt Councils for green waste collection.

Obviously it's the Clients that we all work so hard for and the rewards of our roles come in all forms. The Clients help bring smiles to our faces and remind us of how valuable the Garden Care program is. Thanks.

**Nicky Wright**

**Garden Care Coordinator**



## Treasurer's Report



**M**ost organisations these days face the ongoing challenge of continuous change.

We're confronted almost routinely by frequent changes in technology, community needs, program requirements, political context and so on.

However, in some respects this year has been a watershed year of change for our organisation with significant impacts in the not so distant future - this has huge implications for our financial performance and planning in the years ahead.

A core change this year has been a substantial move from mostly State to now mostly Federal funding for the delivery of a diverse range of home and community care services. Another change is the introduction of the National Disability Insurance Scheme (NDIS).

This will see a shift from larger scale contracted service agreements with

government to individual fee-for-service arrangements with disability clients. In other words a much more 'market driven' model. Both of these changes will affect the way we track and report funds for large components of our activity. In true 4C's style we have already started planning and adjusting systems and procedures to meet the challenges of the newly emerging operating environment.

For example, for the 13/14 financial year we have moved to accrual based reporting throughout the year (instead of just year-end).

Further, in the 12/13 financial year just ended we introduced new systems, procedures and controls better suited to a fee-for-service environment.

This was also a notable year because of 4C's initiative to development of a social enterprise for the community; namely, the creation of the Lakemba

Community Market. This new project is reflected in the audited accounts with specific Reserve funds set aside for this purpose.

The financial reports show that we made a modest operating surplus this year of \$4,322. This is after an adjustment to bring a vehicle not previously recorded on to the organisation's balance sheet (refer note 6 to the accounts, about carrying amounts).

Significant provisions were also made to ensure commitment to spending certain transition funds provided by the federal government to help the organisation adjust to our newly emerging operating environment.

The operating result this year compares with last year's small operating loss of -\$3,805.

Finally, I would like to specifically thank our new bookkeeper Preeti Grover for her tireless work in making efficiency gains in the tracking and reporting of payroll this year - as well as improving many other aspects of our bookkeeping, internal accounting and reporting arrangements.

Thanks are also due to Meredyth Conn for her voluntary work on our accounts/systems at some key times in the year.

**Phil Schwenke**  
**Treasurer**

..... ● .....

*'This year has been a watershed year of change for our organisation with significant impacts in the not so distant future.'*

..... ● .....



**CANTERBURY CITY COMMUNITY CENTRE  
INCORPORATED**  
ABN 23 371 328 833

**FINANCIAL REPORT  
FOR THE YEAR ENDED  
30 JUNE 2013**

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## OFFICERS' REPORT

The directors submit the financial report of the Canterbury City Community Centre Incorporated for the financial year ended 30 June 2013.

### BOARD MEMBERS

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

Terry Doolan	Aka Rangiura
Jubaida Hossain	Phillip Schwenke
Layla Lavorato	Stella Wei
Margaret McInroy	Neta Yallop
Meredyth Conn	Abdul Zahra
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
Meredyth Conn	8	4
Terry Doolan	8	6
Jubaida Hossain	8	6
Layla Lavorato	8	3
Margaret McInroy	8	7
Shabnam Mustari	8	5
Aka Rangiura	8	4
Phillip Schwenke	8	8
Stella Wei	2	1
Neta Yallop	8	6
Abdul Zahra	8	4

### 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.



## OFFICERS' REPORT (continued)

### SIGNIFICANT CHANGES

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

### OPERATING RESULT

The surplus for the year amounted to \$4,322 (2012: \$3,805 Deficit).

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



**Margaret McInroy**  
President



**Neta Yallop**  
Vice President



**Meredyth Conn**  
Secretary



**Phillip Schwenke**  
Treasurer

Sydney, 23 September 2013

**INCOME STATEMENT  
FOR YEAR ENDED 30 JUNE 2013**

	Note	2013 \$	2012 \$
Revenue	2	1,274,460	1,007,982
Employee benefits expense		(778,943)	(652,148)
Depreciation and amortisation expenses		(17,755)	(13,939)
Capital Expenditure – Cottage/Garage		(35,423)	(20,328)
Other expenses		(438,017)	(325,372)
Profit/(loss) before transfers to Reserves		4,322	(3,805)
Transfers to Reserves		(42,500)	-
Profit/(Loss) from operations		(38,178)	(3,805)
Retained Profits at the Beginning of the Financial Year		178,929	182,734
Prior Year Adjustment due to change in Accounting Policies		26,155	-
Retained Profits at the End of the Financial Year		166,906	178,929

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



**BALANCE SHEET  
AS AT 30 JUNE 2013**

	Note	2013 \$	2012 \$
<b>CURRENT ASSETS</b>			
Cash and Cash Equivalents	4	300,252	367,954
Trade and Other Receivables	5	38,837	3,050
<b>TOTAL CURRENT ASSETS</b>		<b>339,089</b>	<b>371,004</b>
<b>NON CURRENT ASSETS</b>			
Property, Plant and Equipment	6	75,659	71,372
<b>TOTAL NON CURRENT ASSETS</b>		<b>75,659</b>	<b>71,372</b>
<b>TOTAL ASSETS</b>		<b>414,748</b>	<b>442,376</b>
<b>CURRENT LIABILITIES</b>			
Trade and Other Payables	7	112,009	174,279
Short Term Provisions	8	65,541	50,071
<b>TOTAL CURRENT LIABILITIES</b>		<b>177,550</b>	<b>224,350</b>
<b>NON CURRENT LIABILITIES</b>			
Long-term Provisions	8	27,792	39,097
<b>TOTAL NON CURRENT LIABILITIES</b>		<b>27,792</b>	<b>39,097</b>
<b>TOTAL LIABILITIES</b>		<b>205,342</b>	<b>263,447</b>
<b>NET ASSETS</b>		<b>209,406</b>	<b>178,929</b>
<b>EQUITY</b>			
Project Reserves		42,500	-
Retained Earnings		166,906	178,929
<b>TOTAL EQUITY</b>		<b>209,406</b>	<b>178,929</b>

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

**CASH FLOW STATEMENT  
FOR YEAR ENDED 30 JUNE 2013**

	Note	2013 \$	2012 \$
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>			
Receipts From Members		698	595
Operating Grants Receipts		1,067,149	922,117
Donations Received		38,423	20,802
Payments to Suppliers and Employees		(1,226,446)	(1,002,187)
Interest Received		11,120	16,459
Participants Contributions		33,763	32,989
Training Fees		10,165	12,682
Other Income		9,731	40,632
		<hr/>	<hr/>
Net Cash Provided by Operating Activities	9	(55,397)	59,269
		<hr/>	<hr/>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Purchase of Property, Plant and Equipment		(12,306)	(25,951)
Proceeds from sale of assets		-	-
		<hr/>	<hr/>
Net Cash Provided by (used in) Investing Activities		(12,306)	(25,951)
		<hr/>	<hr/>
Net Increase/(Decrease) In Cash Held		(67,703)	33,318
Cash at Beginning of the Financial Year		367,954	334,636
		<hr/>	<hr/>
Cash at the End of the Financial Year		300,251	367,954
		<hr/>	<hr/>

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



## **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013**

### **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.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

### 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).



## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

### 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.

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

### 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	2013	2012
	\$	\$
Operating Grants	1,170,560	919,781
Donations	38,423	20,802
Members Subscriptions	698	595
Participants Contributions	33,763	32,989
Training Fees	10,165	12,682
Other Income	4,082	4,674
Reimbursement of Program Costs	5,649	-
Interest Received	11,120	16,459
	<u>1,274,460</u>	<u>1,007,982</u>



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2013**

	2013 \$	2012 \$
<b>3 Auditor's Remuneration</b>		
Remuneration of the auditor for:		
- Auditing or reviewing the financial report	5,300	6,800
- Other services	-	-
	<u>5,300</u>	<u>6,800</u>
<b>4 Cash and Cash Equivalents</b>		
Cash in Hand	700	700
Cash at Bank	299,552	367,254
	<u>300,252</u>	<u>367,954</u>
<b>5 Trade and Other Receivables</b>		
Receivables	24,081	-
Prepayments	14,756	3,050
	<u>38,837</u>	<u>3,050</u>
<b>6 Property, Plant and Equipment</b>		
Office Equipment, Furniture and Floor Coverings:		
At Cost	166,228	153,921
Accumulated Depreciation	(135,113)	(117,358)
	<u>31,115</u>	<u>36,563</u>
Motor Vehicle		
At Cost	73,796	47,641
Accumulated Depreciation	(29,251)	(12,832)
	<u>44,545</u>	<u>34,809</u>
Total Property, Plant and Equipment	<u>75,660</u>	<u>71,372</u>

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2013**

**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

<b>2013</b>	<b>Office Equipment, Furniture and Floor Coverings</b>	<b>Motor Vehicle</b>	<b>Total</b>
Balance at the Beginning of Year	36,563	34,809	71,372
Additions	12,307	-	12,307
Prior Year Adjustment due to Changes in Accounting Policies	-	26,155	26,155
Depreciation	(17,755)	(16,419)	(34,174)
Carrying Amount at the End of Year	<u>31,115</u>	<u>44,545</u>	<u>75,660</u>

<b>2012</b>	<b>Office Equipment, Furniture and Floor Coverings</b>	<b>Motor Vehicle</b>	<b>Total</b>
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>

	<b>2013</b>	<b>2012</b>
	<b>\$</b>	<b>\$</b>

**7 Trade and Other Payables**

Trade Payables and Sundry Accruals	96,425	34,364
Grant Received in Advance	14,928	139,259
Omnican/ Cota Under Trust	656	656
	<u>112,009</u>	<u>174,279</u>



**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2013**

	2013	2012
<b>8 Provisions</b>		
CURRENT		
Employee Entitlements	65,541	50,071
NON CURRENT		
Employee Entitlements	27,792	39,097

**9 Cash Flow Information**

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

Profit/(loss) for the year	4,322	(3,805)
Cash Flows excluded from profit attributable to operating activities		
Non-cash flows in profit		
Depreciation	34,173	24,472
Changes in Assets and Liabilities, net of the effects of purchase and disposal of subsidiaries		
(Increase)/decrease in receivables/prepayments	(35,786)	4,437
Increase/(decrease) in trade and other payables	(62,271)	43,061
Increase/(decrease) in employee benefits	4,165	(8,896)
	(55,397)	59,269

**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.

# **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013**

## **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
2013	%	\$	\$	\$
<b>Financial Assets:</b>				
Cash and Cash Equivalents	2.9%	299,551	-	299,551
Short term deposits		-	-	-
Cash on hand		-	700	700
Receivables		-	-	-
<b>Total Financial Assets</b>		<b>299,551</b>	<b>700</b>	<b>300,251</b>
<b>Financial Liabilities:</b>				
Payables			67,009	67,009
<b>Total Financial Liabilities</b>			<b>67,009</b>	<b>67,009</b>
<b>2012</b>				
<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>		<b>367,254</b>	<b>700</b>	<b>367,954</b>
<b>Financial Liabilities:</b>				
Payables			174,279	174,279
<b>Total Financial Liabilities</b>			<b>174,279</b>	<b>174,279</b>

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## STATEMENT BY MEMBERS OF THE BOARD

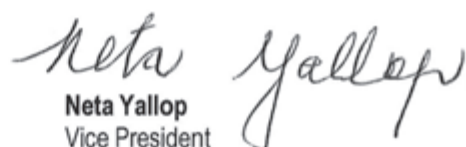
In the opinion of the Board the financial report as set out on pages 3 to 13:

1. Presents a true and fair view of the financial position of Canterbury City Community Centre Incorporated as at 30 June 2013 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



**Meredyth Conn**  
Secretary



**Phillip Schwenke**  
Treasurer

Sydney, 23 September 2013



**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, 23 September 2013

## 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 2013, 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 2013 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).

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Chartered  
Accountants

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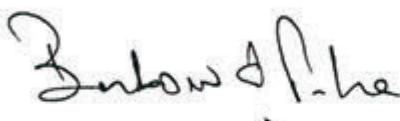
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## INDEPENDENT AUDIT REPORT (continued)

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, 23 September 2013





# **INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2013**

	Note	2013	2012
		\$	\$
<b>INCOME</b>			
Donations Received		38,423	20,802
Grants Received		1,037,083	919,781
Grants Received – Non Recurring Capital		5,927	-
Grants Brought Forward		127,552	-
Interest Received		11,120	16,459
Membership Subscriptions		698	595
Participants Contributions		33,763	32,989
Photocopying Fee		57	219
Rent Received		140	190
Training Fees		10,165	12,682
Other Income		9,532	4,265
		<u>1,274,460</u>	<u>1,007,982</u>
<b>EXPENDITURE</b>			
Allowance – Volunteers		11,529	5,601
Amenities		1,672	1,846
Advertising		3,075	3,022
Audit Fees		5,300	6,800
Bank Charges		388	662
Bus Hire		7,993	6,263
Capital Expenditure – Cottage/Garage		35,423	20,328
Cleaning		2,975	2,433
Consultant Fees		37,866	23,387
Contractor – Lawn Mowing		81,595	75,628
Depreciation		17,755	24,472
Electricity		9,452	7,357
Festival Expense		687	599
Food Relief		3,432	1,886
Furniture & Equipment <\$300		984	4,135
Garden Care – Tools, Program costs & Amenities		15,064	8,923
Insurance & Workers' Compensation		30,464	30,775
Tools		-	95
Legal Fees		-	800

# **INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2013**

## EXPENDITURE (cont)

Miscellaneous Expenses	-	2,062
Motor Vehicle	28,829	13,174
Printing, Postage and Stationery	32,578	21,896
Program Costs	46,143	36,264
Provision for Annual Leave	15,471	(3,361)
Provision for Long Service Leave	3,864	(5,535)
Provision for HACC Transition	45,000	-
Registration and Licences	51	49
Rent	-	5
Repairs and Maintenance	11,463	5,073
Resource Material	1,849	960
Software / IT	18,085	11,834
Security Costs	1,059	1,293
Staff Training and Amenities	5,900	3,332
Subscriptions Paid	4,583	3,222
Superannuation	62,219	52,690
Telephone and Internet	10,262	11,017
Translations	-	75
Travel	2,602	3,263
Wages and Salaries		
Direct	615,552	483,757
Indirect	73,335	118,003
Grant Transfers	16,687	-
Grants in advance	8,954	27,702
	<u>1,270,138</u>	<u>1,011,787</u>
Profit/(Loss) from Ordinary Activities for the year	4,322	(3,805)
Transfers to Reserves	(42,500)	-
Retained Profits at the Beginning of the Financial Year	178,929	182,734
Prior Year Adjustment due to change in Accounting Policies	26,155	-
Retained Profits at the End of the Financial Year	<u>166,906</u>	<u>178,929</u>







**Canterbury City  
Community Centre**

*Community Building Community*

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