



ANNUAL REPORT 2019

Your local centre
making a world
of difference



Canterbury City
Community Centre

Community Building Community

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BOARD REPORT

In 2018/19 Canterbury City Community Centre (4cs) continued serving the people of Lakemba and beyond - building a more inclusive and connected community, and delivering quality services to meet the needs of individuals and families.

Through the 4cs members of the community have made new friends, uncovered a sense of belonging, and boosted their confidence, knowledge and skills. 2018/19 again saw the Centre facilitate a wide and varied range of learning opportunities - from swimming lessons to English speaking practice, dance classes to sewing skills, to more formal qualifications such as floristry, retail and children's services. People were supported to become more confident parents, better understand important health issues, access various services and supports, and engage in all their community has to offer.

These initiatives, together with the many other services and programs the Centre provides, owe their success to the dedicated, collaborative and creative team at 4cs, its many volunteers, and the thoughtful stewardship of CEO Liz Messih. With its deep and trusted connections to community, and its capacity to draw together people, services and resources to respond to needs as they arise, the community is lucky to have such a valuable asset as the 4cs operating in the heart of Lakemba. For the Centre's Aged Care services, this year was one of consolidation and growth. The program is now on firmer financial ground following the steep learning curve in adapting to new funding arrangements. This has contributed to an overall positive financial result for 2018/19.

Over the last financial year, the Centre's Income was \$ 2 571 505 compared to \$2 276 345 in 2017/18 - an increase of 13%. Whilst our expenditure also increased to \$2 473 602, compared to \$2 385 552 last year, the financial results for the year are positive with an operating surplus of \$97 903 (3.8% of our total income) compared to a loss last year of - \$109 207.

At the end of the Financial Year the Total Funds available to the Centre are \$235 699 - which is made up of funds in reserve (\$61 131) and retained surplus (\$174 567). We are able to meet liabilities as they arise.

An aim for the Centre over the past few years has been to diversify our funding and we have had some small success during the year in increasing the number of small grants obtained, building our Service brokerage capacity, and attracting donations from corporate partners such as Specsavers, Flowers Across Sydney and Return and Earn.

Despite a steadier financial footing, our lack of security of tenure remains the biggest risk to the 4cs ongoing viability. While we have been assured there are no short-to-medium term plans to alter the current arrangement with Canterbury Bankstown Council, should we be required to move our options would be limited, and our capacity to plan for this contingency is constrained by our funding arrangements. We will continue working with all levels of Government to build a common understanding of the Centre's value, and the desire to support it accordingly.

Rhiannon Cook
President



58

4cs staff
members
employed



'What a great organisation!.. I really appreciate working with the 4cs.'

Staff survey

CHIEF EXECUTIVE OFFICER'S REPORT

For many years now we have reported on the impact of change and uncertainty within the Sector on our activities and our ability to plan confidently for the future. Once again this has been a key theme of the year and perhaps should now be considered the 'new normal'. Within the challenging external environment in which we operate we have nevertheless continued to grow - doubling in income, services and staffing over the past five years alone.

This continued growth is due to our strong foundations and to some incredibly hard work - staying true to our purpose and sharing a commitment across the Organisation to delivering good quality responsive services. As a team we are able to respond flexibly to changing requirements and draw on the support of many partners to achieve great results for the local community.

2018/19 has seen our Home Care Packages Program now established at a sustainable level and, together with our other Aged Care Services, offering integrated support for older residents. The decision to become an Approved Provider has been a sound investment to better meet the needs of our aged community. It has also positioned the Organisation well as the Aged Care sector undergoes significant reform and change.

During the year we have continued to offer a wide range of capacity building and social inclusion



activities. Many of these activities have created pathways for residents leading to further study, volunteering or employment, have facilitated a sense of belonging and connection, or have offered support where no other support exists.

I am proud to lead an exceptional staff team who work with great skill and dedication to meet the needs of our community - they do an amazing job and work with good humour and generosity. They are well supported by a large volunteer team who are committed to helping others in the community and who add so much to our Organisation. I would also like to thank our volunteer Board for their oversight and direction during the year - the 4cs is a multi faceted Organisation operating in challenging times and it requires some skill to bring it all together. Thank you everyone.

The 4cs has been supported by many partners with funding and donations, with premises, with programs and service delivery and through working collaboratively to meet complex needs. We would like to thank our main funding bodies NSW Dept of Communities and Justice, the Commonwealth Dept of Health and also Canterbury Bankstown Council for their ongoing support with facilities. We would also like to thank the many partner Organisations and their staff that we work with.

The 4cs remains an open door for the community when many other doors to support have become closed or people are funnelled through an online portal or 1300 number. The difficulties for many residents in accessing support has ironically been made harder by those strategies set up to facilitate engagement.

In closing, I would also like to thank our members and the people who use our services for their trust and their support of the Centre. We look forward to continued support in the year ahead.

Liz Messih
Chief Executive Officer (CEO)

CONNECTIONS AND COMMUNITY ENGAGEMENT

A key role for the 4cs is to connect individuals and communities, to promote harmony and build community resilience and capacity. Centre staff and volunteers work hard to create a warm and welcoming environment in which to deliver Services – we often hear feedback from residents that they feel at home in the Centre ... with many women describing the Cottage as their 'second home'.

Connecting people to each other and to organisations has benefits for the individuals and the community as a whole. Opportunities for people to connect can reduce the impact of social isolation, have positive health benefits, promote cross cultural and inter-generational understanding, and build strong resilient communities. Communities where people build relationships across their usual spheres of influence provide a supportive and inclusive environment for vulnerable members such as children and the elderly.

Canterbury City Community Centre operates a number of social inclusion activities that connect individuals and communities to each other, and to services.

Neighbourhood Centre

The Centre remains an open door for residents to enquire about any service and around any need. We are finding that it is becoming increasingly difficult for people to communicate with

government, and some other Service Providers, where the contact is limited to a 1300 number or an online portal.

In response we have established a new form filling service where trained volunteers are available to assist residents to complete a form or set up an online account with government portals such as Medicare. Navigating access has been a barrier for many and this service is now booked out in advance with 70 residents assisted over 20 weeks.

During the year we have also seen a growth in demand for the emergency relief service with food assistance provided for 705 people. This unfunded program helps local families with short term support and we are able to refer to additional assistance if needed. We have been assisted by donations of food from Mama Penny and Mums 4 Refugees and the annual food drive of the Somang Uniting Church in Lakemba. We are grateful to Metro Assist for outreaching their Emergency Relief Case Worker at the 4cs each fortnight which helps to meet this growing need with further assistance with EAPA vouchers.

The services of a Justice of the Peace are also available at the Centre with 1651 documents attested by a JP for 407 people during the year. An average of 500 people per month are also assisted with information and our staff and volunteers can refer to another Service if we aren't able to provide the appropriate service ourselves.

Remaining an accessible, person centred organisation is essential to remove barriers of access to services, particularly for vulnerable people or for people with special needs.

Lakemba Ladies Lounge

The Lakemba Ladies Lounge provides a space where local women can meet, try a new activity and relax in a friendly environment. Women who attend each Thursday volunteer to share a skill with others and a quarterly Program is developed



705

people fed in
our emergency
relief program



'I now feel like I fit in... I was a stay at home mum, I didn't have friends or a community here, so I felt really isolated – finding this place was a godsend.'

Lakemba Ladies Lounge

'Groups provide an opportunity to socialise with peers in a supportive and accessible environment.'

18

Social Inclusion groups delivered over 506 sessions



with activities ranging from macramé and crochet, gentle exercise, social media use, threading and beauty tips, cooking and sewing, amongst other topics.

The Ladies Lounge has hosted workers from other Organisations who provide information about their services or about specific topics. The Lounge has also celebrated special days such as Eid and also opportunities to enjoy outings together.

The Lounge has met 40 times during the year and is attended by an average 16 - 40 women each week, many of whom bring their pre-school aged children. For women new to Australia, or without family and friends in the local area, the Lakemba Ladies Lounge has become a 'home away from home'. It has provided an important entry point to support and inclusion for women settling in Australia.

During the year, researchers from the University of Western Sydney undertook a consultation on 'How Communities Connect' at the Lakemba Ladies Lounge which was part of a larger study involving 5 Organisations each in Sydney and Melbourne. The responses demonstrated the important role that the program played in helping women to settle in Australia, connect to others in their community and to later access other supports and services either at the 4cs or elsewhere. The homely environment of the Cottage was noted as was the skill and friendly approach of 4cs staff and volunteers who facilitated the creation of a unique and welcoming space for local women.

Environment@Lakemba

Meeting every two months, environment@lakemba is a group of committed locals who together are addressing Lakemba's littering and dumping issues. The group has met since the first listening@lakemba report in 2012 and have undertaken many projects in the last 12

months including Clean Up Australia Day, as well as co ordinating the Cleanest Street Lakemba Competition for its second year.

Environment@lakemba members have also worked closely with Canterbury Bankstown Council's Eyes On It campaign which aims to reduce illegal dumping and the Road to River project installing drain markers to reduce litter entering storm water drains and ending up in our waterways. Whilst the groups success lies in raising community awareness and engagement around littering issues, there has also been measurable success in environmental terms. During the Eyes On It campaign there was a 36% reduction in dumping and an increase of 64% of illegal dumps reported ... plus 12% increase in people booking their free Council clean up.

Lakemba Community Markets

Six Market days were held during the year providing a space for local performers and stall holders to showcase their skills and products, earn an income and further build their capacity. The Lakemba Community Markets also provided a family friendly activity and a chance to celebrate special days such as Father's Day, Eid and Pakistan and India Independence Days. A Family Movie Night was also held to celebrate Harmony Day which was attended by over 700 people enjoying a picnic and showing of the movie Zootopia in the early evening. Unfortunately, due to falling attendances and rising costs in park hire fees, the decision was made to stop running the markets for now. Thank you to all the stall holders who have been a part of the Lakemba Community Markets over the 3 years plus it was running and to everyone who came along.

Social Inclusion Groups

The 4cs is able to offer social inclusion activities and groups as part of our Commonwealth Home Support Program (CHSP) in the Social Inclusion

and Wellness Service and also under our NSW Government funded Community Builders Program.

The Social Inclusion and Wellness Program (CHSP) offers a range of large and small groups and one on one social support for frail aged residents living in the Inner West Planning Region, specifically in the former Canterbury LGA. Supported by a large Volunteer team, the groups include our Thursday 4cs Friendship Group, the Tuesday Art and Activity Group, Knitting with Heart and the Wednesday supported outings. Door to door transport is provided as is lunch and light refreshments.

Groups provide an opportunity to socialise with peers in a supportive and accessible environment – this has health benefits and contributes to people being able to remain living independently in their own homes.

One on one support is available for some of our clients who may need additional assistance to pursue an interest or activity, to go to the shops and run errands, or just to share a conversation and a cuppa.

This year, small grants funding through Canterbury Bankstown Council and the Club Grants Program have enabled a number of special interest outings and information sessions, as well as an ongoing Gentle Exercise program, Salsa 4 Seniors and a Community Choir.

The Community Builders Program offers a range of social inclusion activities with a focus on supporting women and families, and those who are recently arrived in Australia including refugees and asylum seekers. During the year the Community Builders team have offered a wide range of activities including English classes, parenting programs, information sessions, swimming

lessons for women, a creative arts group, Mum 2 Mum Playgroups, short courses and accredited training, outings and events.

Lakemba Community Garden

This year Lakemba Community Garden has continued to blossom with 29 plot holders looking after their individual plots as well as coming together for monthly working bees and workshops, which are also open to the community. Workshops this year have included topics such as Composting, Native Bees and developing a cheap and easy watering system suited for our dry conditions.

Lakemba Community gardeners work with the 4cs staff (in Garden Care and Community Builders) to care for the common areas of the garden and to liaise with Canterbury Bankstown Council about ongoing maintenance and other issues. The Garden is a small community in itself which remains open and welcoming to other community members keen to enjoy the space that has been created.

Volunteering

The 4cs is able to deliver the services we do due to a large Volunteer team. Volunteering contributes to building a strong community and we greatly value the skill and dedication of our Volunteers.

Our Organisation has also delivered the Skills Training and Resource Service (STARS) since 2001 which specialises in promoting the concept and value of volunteering within the broader community and ensuring that volunteers are supported with learning and development opportunities to be able to do their volunteer work effectively and safely.

During the year the STARS Program has

supported 732 local residents access volunteering opportunities in the Canterbury Bankstown and Inner West LGAs. This is quite an achievement after a substantial loss of funding following the full transition to the NDIS, and the loss of some local government funding.

STARS continues to support residents to find local volunteering opportunities and we maintain two Volunteer Handbooks for the Canterbury Bankstown and Inner West Regions for this purpose, as well as assist Organisations promote their volunteering opportunities online and through running Step into Volunteering Information sessions.

While people are looking to volunteer for a range of reasons such as making new friends, keeping active and learning a new skill ... a large number are also looking to gain experience to help them find paid work. For many people newly arrived from overseas, volunteer experience in a local organisation can assist them to build their confidence, better understand Australian work place customs and culture, as well as help them to network and find work.

To celebrate the vital role that volunteers play in the delivery of a range of services and appreciate their contribution to the community, two events were held during National Volunteer Week May 2019 to bring volunteers across the region together. STARS also supported Inner West Council recognise their volunteers through the Amy Large Awards and assisted with the Premiers NSW Volunteer of the Year Awards. With nearly 2.1 million volunteers across NSW it's important to recognise the contribution that volunteers make.

The 4cs like many other organisations wouldn't be able to do what we do without you, so THANK YOU.



1,651

documents
attested by a JP
for 407 people



'When I first came to Australia, I knew no one... Volunteering was a way to build my confidence, meet new people. I now volunteer as a way of giving back to the community.'

Mahmuda, 4cs Volunteer

PARTNERSHIPS AND PATHWAYS

The 4cs works extensively in partnership with other Organisations and funding bodies in the development and delivery of Services. This way of working increases the capacity of the Organisation to meet the needs of our local community and greatly increases access and opportunities for individuals who live here.

As a Neighbourhood Centre the 4cs plays a unique role in offering a range of different services offering multiple entry points for residents to participate in community life and to access services, take advantage of opportunities and to give back to their community.

Working in partnership, and increasing the range of services offered by the 4cs, has meant that many residents find a pathway through the Organisation. Entering at one level of Service and progressing through to other services, to volunteering and to attendance at short courses, has built capacity not only for individuals but for the broader community and our Organisation. It is satisfying to see many students of our short courses progress to further study at TAFE or to find employment.

Outreach Services

We have provided interview and office space for three other Organisations to provide 6 different Services in Lakemba on 92 separate occasions. Our small middle room provides

a space for the Community Nurse from Leichhardt Women's Community Health Centre, the Financial Counsellor from Metro Assist, a Counsellor from STARTTS, Parenting Support from Metro Assist and emergency relief support from Metro Assist.

Staff from these Organisations connect with the different social inclusion programs offered through the Centre and in this way have created genuine and meaningful points of access for residents to engage additional support that may be needed.

Leichhardt Women's Community Health Centre have supported the provision of health information workshops targeting the needs of Vietnamese and Rohingya women, or specific issues such as incontinence or bone strength. We have also partnered with others to run the Bangla Health series, Diabetes Workshops in Urdu and Bangla, and a sexual health information session for teens with a Disability.

Short Courses, Parenting Programs and Workshops

During the year we have maintained strong partnerships with Training Providers which have resulted in an amazing range of accredited and non accredited courses to be delivered at four locations in Lakemba – we are grateful to the support of Hampden Park Public School and Lakemba Early Childhood Centre for making their facilities available.

The opportunities created by Sydney Community College, Macquarie Community College and TAFE SWSi NSW have meant the establishment of a pathway to further study, volunteering and employment for many residents. Providing these opportunities in a local setting, often



92

outreach sessions delivered by 6 Services



'Working in partnership, and increasing the range of services offered by the 4cs, has meant that many residents find a pathway through the Organisation.'



'It is satisfying to see many students of our short courses progress to further study at TAFE or to find employment.'

2,262
people attend
23 short
courses held
over 241 sessions



with childminding, has meant that access is enhanced.

Some of the accredited training opportunities have included Introduction to Early Education and Care Certificate III; Introduction to Retail; Introduction to Computers; Job Seeker Skill Up; Introduction to Community Services; Introduction to Caring Careers; Make Up and Beauty; Introduction to Children's Services; Introduction to Customer Services Certificate II & III and English and Job Seeking Skills.

A wide range of non accredited courses, information sessions and workshops have also been offered - these courses serve a very important social inclusion outcome, linking residents not only to opportunities for learning and development but also opportunities to meet others in their community.

English Classes at Beginner, Intermediate and Advanced levels are offered twice each week for local women at the Cottage. The classes are supported by 4cs amazing Volunteer English Class tutors and the provision of childminding. Classes are offered during school hours and are very popular.

Parenting Programs have been offered on an ongoing basis during the year including Tuning into Kids; Rhyme & Song Time, Me and My baby and Music Time Together activities.

Over 12 months we have partnered with others to deliver 23 short courses, parenting programs and workshops, delivered over 241 sessions and attended by 2262 people.

Informal opportunities for learning and development also occur during workshops at the Lakemba Community Garden and the Lakemba Ladies Lounge.

Inner West and Canterbury Elder Abuse Collaborative

Elder Abuse is any act which causes harm or distress to an older person. Abuse can take different forms, be it psychological, financial, physical, sexual or through neglect.

Research suggests that as many as 50 000 older people in NSW have experienced some form of abuse, with as many as 4 in 5 cases not being reported. The majority of alleged abusers are trusted family members, neighbours, friends or paid carers.

Providers of Aged Care Services in the Inner West and Canterbury areas have joined forces to help prevent the abuse of older people by forming the Inner West and Canterbury Elder Abuse Collaborative. Canterbury City Community Centre has been proud to be an active member of the Collaborative.

Support for the Rohingya Community

Over the past 5 years we have seen an increasing number of women from Rohingya background and their families accessing our English classes, Lakemba Ladies Lounge and other programs.

To better meet their needs we have worked extensively with the NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) to provide more intensive individual and group support to members of this community.

Given the ongoing trauma it was important to work together with other agencies to provide counselling and other support.

From a consultation with the Rohingya community undertaken by STARTTS in December 2017, the 4cs and other local agencies including Schools as Community Centres at Lakemba Public School, Primary Health Network, Settlement Services International, Metro Assist, Save The Children, Hampden Park Primary School and the Burmese Rohingya Community Association, worked together to respond to the issues raised by this community.

Hopefully by collaborating and pulling together our resources we will be able to respond effectively to meet the needs of this resilient but traumatised community.

One outcome of the collaboration has been to engage other partners such as Sydney Community College to deliver accredited training for Rohingya community members in English/Customer Service Skills. Delivered over two terms at Hampden Park Public School the course successfully engaged and built the capacity of those who completed.

During the year we were also able to partner with SSI, Bankstown Arts Centre and the women from the Lakemba Rohingya Community in the artwork and Exhibition HOME.

Over many weeks, artists Nicole Barakat and Melissa Wheeler met with the women at the Cottage, developing a series of artworks which explored the cultural and personal stories from their experiences living in a new land after leaving their own home behind.

Mum 2 Mum

Mum 2 Mum brings together women with their children aged 0 - 5 years old, to assist newly arrived women from culturally and linguistically diverse backgrounds practice their

English language skills and settle in Australia. The group was established in partnership with Mums 4 Refugees and has met during the year at Hampden Park Public School.

Following a successful grant received under the Commonwealth Fostering Integration Program Mum 2 Mum was expanded in Terms II, III and IV and was delivered in new locations with new partners at Greenacre Area Community Centre, Lakemba School as Community Centre and Punchbowl Public School.

Each week the women improve their English and practice their conversation skills with the support of our English Teacher and the volunteer Mums. The group is also supported by an early-childhood worker to keep the children entertained while mums are learning and a family support worker to assist families with parenting assistance should they need it.

Volunteering

Research has shown that volunteering is a great pathway into paid employment as new skills, confidence and knowledge can be transferred into the workplace. Volunteering helps people to make connections in their community, keep active and keep well.

During the year, Canterbury City Community Centre has been supported by 125 volunteers who between them have contributed over 10 000 volunteer hours of Service. Our Organisation could not function without Volunteers serving at every level – they contribute their time, skill and care to the communities we serve together.

For many, volunteering has been part of their journey through the 4cs and through a broader connection to community.

STARS Learning and Development

STARS has continued to work closely with local organisations on their training needs to provide responsive and relevant training to ensure that staff, volunteers and board members have the latest information, knowledge and skills to meet the current changes being introduced across the aged care sector. It has been able to do this by building strong relationships with government, community and peak agencies.

Over the past year STARS has delivered 56 workshops which were attended by a total of 1106 volunteers, staff and Board members from 73 Organisations.

During the year, STARS has continued to partner with Volunteer Link (3 Bridges) and VAST (Junction Neighbourhood Centre) in the Southern Sydney Connection to deliver joint sessions for staff and volunteers in CHSP funded services in the region.

Learning and Development opportunities facilitated by STARS provide a valuable resource for local not for profit Organisations and a support for the volunteers who contribute their time, skills and knowledge. An investment in building capacity through learning and development has positive results for the quality of care afforded the vulnerable clients who use local services as well as providing a pathway for many volunteers to employment, further study ... or additional volunteering.

The future for Sector Support services like STARS remains uncertain with no decision yet announced about the funding of the program beyond June 2020.



56

STARS
courses
attended by
1106 people
from 73
Organisations



**'Volunteering
helps people
to make
connections
in their
community,
keep active
and stay well.'**

QUALITY AGED CARE SERVICES

Canterbury City Community Centre delivers entry level services to frail aged residents in the Canterbury Bankstown and Inner West Local Government areas under the Commonwealth Home Support Program (CHSP) and to residents with higher or more complex needs through the Home Care Packages Program.

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

Our CHSP Services are delivered through the Garden Care and Social Inclusion Programs. During the year we have provided support to 660 consumers, some of whom receive more than one service from the 4cs.

While each person has an individual story to tell, as a group we can report that they are from 55 different countries of birth, have an average age of 81 years and the majority either live alone (60.4%) or with a partner (29.7%).

Our CHSP services support residents with low level needs and aim to help people to live their best lives, in their own homes and within the community. Both of our CHSP Services are supported by large volunteer teams, with 49 people volunteering in Garden Care and 44 in the Social Inclusion Program.

Social Inclusion and Wellness

It is vital that as people age they keep their connection to and involvement in the community, and there is a growing body of evidence showing that social isolation can lead to depression and a decline in physical wellbeing.

Our services encourage and support clients in re connecting with past pleasures as well as finding new ones. During the year we have provided social inclusion services, in large or small groups or one on one, to 129 clients.

In addition to our weekly groups, we have initiated a number of new small activity groups for seniors during the year based around exercise and physical activity.

Our individual home visiting services seek to make good matches between volunteers and the clients they support. We are always on the look out for volunteers in this program – especially if they are able to drive and have access to a car.

Garden Care

During this year our Garden Care staff, volunteers and Lawn Mowing Contractors delivered 16 622 hours of service to 552 gardening clients. The transformations of gardens that were unsightly, and in many cases unsafe, brings a sense of pride and relief to our elderly clients.

Many of the clients are able to continue light tasks to maintain the garden or simply be able to get outside and enjoy the space once again. The gardens visited by the 4cs have been the source of decades of love, hard work and memories and our teams share this with their owners.



660

CHSP Clients
from 55 countries
of birth



'Every Friday there is something to look forward to... it has made all the difference to me and my family have noticed the change.'

Individual Social Support Client



'Transformations of gardens that were unsightly, and in many cases unsafe, brings a sense of pride and relief to our elderly clients.'

16,622
hours of gardening provided for frail aged clients



The extensive use of volunteers in the service delivery model used by Garden Care has benefits not only for the client and their garden, but also for the volunteer and the broader community.

Our Easy Care Gardening Days also include time for morning tea where the clients can have a cuppa with the team and many gardening, or life, stories are shared.

We were relieved during the year when Canterbury Bankstown Council agreed to continue to supply mulch for another 12 months for residents in the creation of easy care gardens. Mulch is the key ingredient of an easy care garden conversion and without it the service couldn't be delivered.

Our Consumer Directed Gardening Service and Lawn Mowing Service are more task orientated but still delivered with the same care and courtesy.

As a service vulnerable to the weather Garden Care has been impacted over the last year by the drought as fewer mows are undertaken and also by extreme heat as days are lost in the easy care gardening service.

Community Visitors Scheme

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

With a funding increase in January, we are now funded to provide 10 Residential Care Visitors and 35 Home Visitors. We have developed partnerships with Lakemba Masonic Village and more recently with Leigh Place in Roselands.

Home Care Packages

After two years, the Home Care Packages Program is now established at a sustainable level and is a key part of the co-ordinated and integrated pathway of care for aged residents receiving our services.

Home Care Packages deliver a suite of services tailored to the specific needs of clients and can include personal care, domestic assistance, allied health and nursing care, transport, home maintenance and modifications, meal preparation and care management. There have been challenges in establishing the Packages Program within a competitive and commercial environment but we have succeeded in this and in a way that is consistent with our Statement of Purpose and our vision for the community.

Packages are allocated to clients with often more complex needs and our approach has been to respond flexibly to client needs, as required in delivering consumer directed care services, offering choice and also continuity in carer and consistency of approach. During the year the number of clients receiving Home Care Packages at any one time has grown steadily from 33 at the beginning of the year to 46 at the end, with 62 clients receiving a Package from the 4cs over the course of the year.

All Home Care Providers were required to establish a new standardised fee schedule by the 1 July 2019 which would theoretically make it easier for Consumers to compare charges between different providers. This meant a major review of our current costs and broadening our understanding of the margins we needed for the Service to remain viable.

We were able to upload the Information to the My Aged Care Portal and included an

easy to read booklet for Consumers seeking to explain the complex subject matter in plain english. More changes are being flagged for the end of the 2019/20 financial year which will require another significant review of our internal accounting processes.

We are able to provide services using our own employees, rather than Agency staff, and this has been greatly appreciated by the clients and their families. We employ 15 staff in the HCP Program who between them speak 10 languages.

The services that the 4cs delivers under the CHSP, Community Visitors Scheme and Home Care Packages Program give consumers real choice about being able to continue living at home. The capacity to provide both entry level support and higher level care is a benefit to clients who use our services. We hear from clients that they like the personal connection to our Service, staff and volunteers, within their own community. Clients like continuity of staff to deliver the Service, they appreciate staff who have cross cultural understanding and language, and like staff to be from the local community.

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

The provision of aged care services is occurring during a period of continuous and evolving reform with funding models for Home Care Packages planned to eventually extend to our other CHSP services which are currently block funded. During the year we have also introduced many internal and policy changes responding to Aged Care reforms and the introduction of the new Aged Care Standards.

WELLNESS AND REABLEMENT

The Wellness and Reablement Approach puts consumers at the centre of service delivery and recognises each one as an individual – with their own abilities, strengths and uniqueness.

Wellness and Reablement approaches are now the foundation of practice in the Commonwealth Home Support Program (CHSP) and are also applicable to the Home Care Packages (HCP).

Canterbury City Community Centre is embracing this approach and embedding it in service delivery in the following ways:

Care Plans are consumer focused – this means we start with what the consumer is able to do, what they like to do, and what is important to them. The consumer makes choices about the services they receive and how and when they will be delivered.

Staff and volunteers working in CHSP services have received training in the Wellness and Reablement Approach and are provided with the opportunity for ongoing training.

We are currently developing a Wellness & Reablement Action Plan which will guide our service delivery.

Our Social Inclusion and Wellness Program Groups include activities to keep the mind active and informed. We play word games

and quizzes, hear from Guest Speakers on interesting topics, enjoy a nutritious well balanced meal together, share laughter and great conversation. We visit new places – beauty spots and places of interest on our regular outings.

We enhance the program that we provide by adding short term activities that further support consumers' wellness and reablement. This year we have provided Exercise Classes, Salsa 4 Seniors Dance Class, Lakemba Multicultural Choir, Line Dancing, Musical Performances and Information Sessions.

Our exercise classes work on all the muscle groups, assist with toning and increasing mobility and coordination and are safe and effective. Our Salsa and Line Dancing classes also provide an excellent aerobic workout, joyful music and the opportunity to learn a completely new skill.

Learning new things as we get older is important to keep our brains healthy and is also fantastic for self-esteem and in providing a sense of purpose.

Most important is that our activities combine the physical with the social. There is always the opportunity to meet others in the group, and enjoy a chat over morning tea.

The Garden Care service works alongside consumers to focus on the work that best suits their needs and goals for their garden – whether it is safe access, to provide a beautiful area for relaxation and leisure or to restore a neglected area.

As an organisation we are committed to this approach for our older consumers to support the best possible outcomes for their wellbeing and quality of life.



81

years
average age
CHSP Clients



'After just 8 weeks of the Salsa 4 Seniors sessions my doctor advised that my blood pressure is now normal and my posture is much improved... I think the best thing about it is the fun I have!'

Tess, Social Inclusion Groups and Activities consumer

OUR VOLUNTEERS

In 2018/19 we have had 125 people contribute over 10 000 hours of support to those more vulnerable within the community and also to contribute their skill and knowledge to the functioning of the Organisation.

We have large Volunteer teams in Garden Care and Social Inclusion. Volunteers who teach English or help with our administration. Volunteers who drive our bus or who provide individual transport. Volunteers supporting refugee mums in Mum 2 Mum and Volunteers serving on our Board of Directors. This year we have had volunteers join the team in assisting residents fill out government forms and also a volunteer Justice of the Peace.

Volunteers at the 4cs demonstrate a great commitment to undertaking their work to a high standard, participating in on-site tool box talks to promote safety and the smooth running of activities, as well as attending team meetings and learning and development opportunities.

During the year 4cs volunteers have attended 132 training courses to assist build knowledge and capacity to support their volunteer roles.

The STARS Training Award for 2018/19 was achieved by Social Inclusion Volunteer Nirmla Ram Devi who attended a total of 7 courses during the year. Congratulations Devi!

Some of our Volunteers have been with the Organisation for a long time, others contribute over a shorter period and move on to further study or employment or volunteering elsewhere. Whatever the contribution and for however long we thank each and every Volunteer for their support of our work during the 2018/19 year.

We also acknowledge the many other residents who participate in our community action groups or contribute in our Social Inclusion groups, such as the Lakemba Ladies Lounge.





'Volunteering is an opportunity to get out and do things for other people. It is really enjoyable and I would recommend it to anyone'

Bruce, 4cs volunteer bus driver

125

volunteers provide over 10,000 hours of support



THANK YOU TO OUR VOLUNTEERS

Yasmin Alam
Dania Allouche
Dina Alqodah
Nancy Andaloro
Tanya Anouche
Shilpi Anwar
Anne Badjakian
Derrick Barclay
Mahmuda Begum
Ashma Begum
Annette Bird
Kathryn Boot
Katrina Byrne
Amanda
Campbell-Avenell
Louise Chapman
Bruce Christmas
Melanie Churchill
Sandra Compton
Meredyth Conn
Margaret Connors
Rhiannon Cook
Melissa Cormack
Bronwyn Crawford
Phillip Dippert
Max Dixon
Maryann Dolan
Anna Edwards
Carol El-Chaar
Annette Elias
Yvonne Eunson
Huizhen Fan

Kanis Fatima
Anna Fizzell
Bruce Flaherty
Stephen Flanagan
Lorraine Freeman
Rachael Gavarotto
Giovanna Gengaroli
Julie Gent
Helen Gerrard
Sousan Ghecham
Madhulika Ghosh
Jennifer Goff
Douglas Gomis
Noriko Hage
Denise Hallahan
Francine Hannon
Bruce Hansard
Robert Hempel
Jubaida Hossain
Caroline Hughes
John Hurley
Laura Jamieson
Sandra Joelson
Lynne Jones
Sylvia Kefalianos
Annie Khan
Carol Kozma-Oglu
Bach-Van Le
Gisele Le Bon
Colin Lewis
Robert Leyton
Owen Loney

Jolene Losper
Helen Mansour
Dorothy McLeay
Louise McMaster
Alison Miller
Charles Moothoo
Christopher Morgan
Tracy Mulherin
Nazia Naheed
Peggy Ng
Phuong Mai Nguyen
Anita Norvill
Edith Ojeda
Robyn O'Sullivan
Lorraine Parker
Peter Parker
Michael Perumalla
Urinthorn
Pheungsaengkeo
Judith Philips
Kitty Pohan
Maria Prendergast
Michael Quinlivan
Nirmla Ram Devi
Robert Randall
Akakoreia Rangiuiira
Ashma Rasheed
Marivic Romero
Katy Rosenthal
Sophie Rosenthal
Melissa Roser
Humaira Saeed

Erica Saville
Bernadette Schneider
Hardip Sembi
Rosemary Sewell
Mary Shalhoub
Stephanie Shanahan
Okkyung Shin
Ambreen Shirazi
Alison Sida
Seta Sissaguian
Filomena
Soares-Lee
Erum Sohail
Joanne Spengeler
Paul Spiteri
Kullapus Srisuk
Sally Stock
Michael Stoddart
Elizabeth Stumpf
Meryam Suel
Ameena Sultana
Christina Thao
Susan Tozer
Lambrini Tzouaras
Jadwiga Urbaniak
John Venetsanos
Sophia Vetoulas
Annesley Watson
Aniceta Weintz
Maureen Whitfield
Krystan Winkley
Maureen Wooldridge

AUDITED FINANCIAL STATEMENTS

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

Canterbury City Community Centre
Incorporated ABN 23 371 328 833

A copy of our complete audited Financial Statements for the year ended 30 June 2019 is available on the ACNC website.

| | 2019 | 2018 |
|--|----------------|----------------|
| | \$ | \$ |
| CURRENT ASSETS | | |
| Cash and cash equivalents | 714,350 | 468,869 |
| Trade and other receivables | 30,590 | 37,010 |
| Other | 20,177 | 11,631 |
| Total current assets | 765,117 | 517,510 |
| Non - Current assets | | |
| Property, plant & equipment | 25,053 | 46,887 |
| Intangibles | 36,394 | 42,459 |
| Total non-current assets | 61,447 | 89,346 |
| TOTAL ASSETS | 826,564 | 606,856 |
| CURRENT LIABILITIES | | |
| Trade and other payables | 161,756 | 130,974 |
| Other | 243,900 | 155,945 |
| Provisions | 112,571 | 101,727 |
| Total current liabilities | 518,227 | 388,646 |
| Non - Current liabilities | | |
| Provisions | 72,639 | 80,415 |
| Total non - current liabilities | 72,639 | 80,415 |
| TOTAL LIABILITIES | 590,866 | 469,061 |
| NET ASSETS | 235,698 | 137,795 |
| FUNDS | | |
| Accumulated funds | 174,567 | 80,462 |
| Reserves | 61,131 | 57,333 |
| TOTAL FUNDS | 235,698 | 137,795 |

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2019

Canterbury City Community Centre
Incorporated ABN 23 371 328 833

A copy of our complete audited Financial Statements for the year ended 30 June 2019 is available on the ACNC website.

| | 2019 | 2018 |
|--|------------------|------------------|
| | \$ | \$ |
| INCOME | | |
| Grants received | 1,549,124 | 1,527,141 |
| Government subsidy | 840,146 | 607,644 |
| Donations | 32,996 | 11,576 |
| Interest received | 10,376 | 7,680 |
| Participant contributions | 54,127 | 44,765 |
| Training fees | 43,944 | 35,415 |
| Other income | 40,792 | 42,124 |
| Total Income | 2,571,505 | 2,276,345 |
| EXPENSES | | |
| Employee benefits | 1,694,134 | 1,710,586 |
| Depreciation and amortisation | 27,900 | 38,661 |
| Program costs | 217,466 | 162,871 |
| Lawn mowing contractor | 107,616 | 112,962 |
| Volunteer expenses | 10,458 | 7,742 |
| Other expenses | 416,028 | 352,730 |
| Total Expenses | 2,473,602 | 2,385,552 |
| Profit (loss) for the year before transfers to (from) reserves | 97,903 | -109,207 |
| Accumulated funds at the beginning of financial year | 80,462 | 200,187 |
| Transfer to asset replacement reserve | -3,798 | -10,518 |
| Accumulated Funds at the End of the Financial year | 174,567 | 80,462 |

INDEPENDENT AUDITORS REPORT

We have audited the accompanying financial report of Canterbury City Community Centre Incorporated (the association), which comprises the statement of financial position as at 30 June 2019, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the Officers' Assertion Statement.

Opinion

In our opinion, the financial report of the association is in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Act 2009 (NSW), including:

1. Giving a true and fair view of the association's financial position as at 30 June 2019 and of its performance for the year ended on that date; and
2. Complying with Australian Accounting Standards - Reduced Disclosure Requirements (including Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Act 2012.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report.

We are independent of the association in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Responsibilities of the Officers for the Financial Report

The Officers of the association are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal controls as the Officers determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Officers are responsible for assessing the

association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Officers either intend to liquidate the association or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

Other Matters

We also report that:

1. The financial statements show a true and fair view of the financial result of fundraising appeals conducted during the year and;
2. The accounting and associated records have been properly kept during the year in accordance with the Charitable Fundraising Act 1991 and the Regulations and;

3. 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;
4. At the date of this report, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

Calibre Partners Pty Limited



Roger Wong
Director

Dated this 22nd day of October 2019.



OUR STATEMENT OF PURPOSE

We connect individuals and communities to:

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

OUR VALUES

Social Justice
Integrity
Accountability
Equity
Empowerment
Compassion

OUR VISION

A strong resilient community which values and includes each member

OUR MOTTO

Community Building Community





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