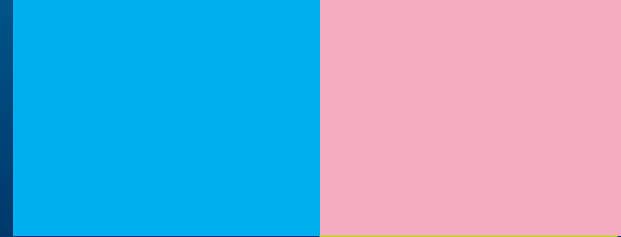


YEAR IN REVIEW



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COMMUNITY BUILDING COMMUNITY

Our Vision, Purpose and Values



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- Volunteering – Making a difference



Feedback





Our Vision

A strong, resilient and inclusive community that values people across all life-stages.

.....

Our Purpose

To build connections between people and provide services that enhance quality of life.

.....

Our Values

- Social Justice** We ensure fair and equal access to our information, services and resources.
- Respect** We embrace the diversity of our community with dignity and compassion.
- Integrity** We make decisions and take actions that are based on strong ethics.
- Inclusion** We welcome, value and involve all members of the community.
- Innovation** We actively seek new ways to improve service quality and access to opportunities.



Canterbury
City Community
Centre acknowledge
the traditional custodians
of the land on which we
live and work, and pay
our respects to elders
past and present.



A Message From Our President

This year, 4Cs experienced growth and success, overcoming the ongoing challenge of securing funding while actively pursuing innovative ways to engage and address local needs. We see ourselves connected to the local community and value the collaboration with numerous individuals and organisations committed to working alongside us in achieving positive social impact.

A major milestone this year was the addition of a third 4Cs site, at Belmore PCYC. This was achieved after several months of searching and negotiation by our staff led by CEO Esta Paschalidis-Chilas. The organisation has grown in numbers and outreach for several years, and a larger location, fit for purpose is exactly what was needed for staff, volunteers and community members.

Since 1986 the 4Cs main service delivery location has been 130 Railway Pde Lakemba. The Cottage site at 28 Croydon St, Lakemba continues to provide

a dedicated location for women and children's programs, community training courses and this year delivering more child and family services in partnership with other organisations. Three premises is a long way from the modest house we occupied 51 years ago.

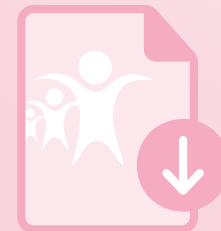
Earlier this year we launched into a new cycle of 4Cs Strategic Planning. You can click to the right to open the PDF of the 4Cs Strategic Plan.

Our ambition is to expand our quality services and increase community access to support and opportunities. This involves the delivery of high-quality community services, the growth of community-led initiatives, responding to changing needs and the building of organisational capability.

I would like to take the opportunity to offer my warm thanks to important stakeholders who have contributed to the impact of our work again this year, starting with Canterbury Bankstown Council for continuing our



**CLICK HERE to
open the PDF of
our Strategic Plan**





“ 3 premises is a long way
from the modest house we
occupied 51 years ago. ”

long tradition of working
together to elevate the needs and
aspirations of our local community.

We applaud the many people, Board
members, partners, staff and volunteers who
have contributed their time, skills and energy
to a local and place-based community
service, like the 4Cs.

I want to also thank my fellow Board members,
who together guide the 4Cs through the current
environment, always with the community and the
future at the centre foremost in their minds. They
are Jubaida Hossain, Rhiannon Cook, Annette Bird,
Usman Saadat and Ian Krieger.

To our CEO, Esta Paschalidis-Chilas, I would like
to express my appreciation for her dedication and
commitment to 4Cs. She consistently ensures that
we all work towards a sustainable and thriving
future for the 4Cs.

Rachel Gavarotto

President

4Cs Board

Front row: **Rachel**

Gavarotto, President

2nd row left: **Rhiannon Cook**

2nd row right: **Annette Bird**

Back left: **Ian Krieger**

Back right: **Usman Saadat**

Not in the photo: **Jubaida Hossain**





A Message From Our CEO

In this Year's review, our 51st, you'll see what an outstanding year it has been for 4Cs. Enjoy stories that highlight the incredible impact our people, and the work, has on our local community. Work we couldn't do without our dedicated staff, volunteers, partners and the crucial support of our funders and donors. Most importantly, none of this would be possible without the people who trust us to assist in their life's journey.

In 2022 we held our 50th birthday celebration by hosting a wonderful community dinner, marking the first time we gathered in large numbers since the beginning of COVID. The community legacy and presence of the 4Cs was very much alive that evening and while it is hard to quantify its value, it was obvious to see and experience that night!

By continuing to take strengths-based and partnership-oriented approaches, we see outcomes that enrich the everyday lives of people from diverse backgrounds and life situations. If you look at the

numbers within the review they reflect the wonderful impact we are having across sector development, volunteering and community programs, and aged services. What is especially important are the voices of people we work with, such as Uzma, Holly, Grace, Dot and Michael. They generously share their experience showing how they each connect and engage with us, very much affirming our motto of "Community Building Community".

This year we were able to build to pre-COVID service delivery levels, using modes people enjoy once again, like meeting face to face. Certainly, COVID has changed the way we work, but overall our clients and the community have benefited from spending time with one another. We have enjoyed seeing them again too.

“ This year we were able to build to pre-COVID service delivery levels. ”





The increased activity at our Lakemba centres became possible with the relocation of our 4Cs' administration to Belmore, allowing The Cottage and Community Centre to be used more for group programs. This marks a significant organisational milestone to our Executive team, who are pleased to have successfully completed this year.

The trust we have within the community led to an exciting project funded by the NSW Centre for Volunteering that aims to connect people from diverse backgrounds to volunteering. Another important initiative, funded by the NSW Government, aims to bring attention to domestic, family and

sexual violence was announced. Although at the early stages, there's no doubt that we will learn valuable lessons from the outcomes it will bring.

There were many highlights in the area of partnerships, contributing to social impact in ways that each of us could not achieve alone. This year we worked for the first time with MAS National to assist local women prepare for employment and with Haslin Constructions, our Mum 2 Mum Program and Lakemba Community Garden were enhanced. Tafe and Sydney Community College assisted local women's access to education and training in our safe community setting with wrap around support provided by 4Cs. Not to mention the specialist outreach services who advise and support the community through our centre in Lakemba.

I was delighted 4Cs was selected as the chosen charity by Collective Inspiring Women in Business Collective, based on the work we did with MAS National. These funds will support women in advancing their aspirations in both employment

and training. We were honoured to host a pre-NSW election roundtable with candidates from the NSW Council of Social Services and Local Community Services Association. The purpose was to elevate the conversation on the importance of local, place based organisations and to highlight the necessity for funding our core activities. Importantly, I Chair a working group in the Settlement Council of Australia's Road to Belonging Project, focused on developing a roadmap to effective settlement for newcomers to Australia. Given the diversity of the people being assisted by 4Cs, this work is relevant and also exciting.

“ There were many highlights in the area of partnerships, contributing to social impact in ways that each of us could not achieve alone. ”



As we look ahead to 2024, we are aware our community is dealing with complex overlays of rising cost of living and housing in Sydney becoming a larger proportion of our income. This together with the violence that continues to be perpetuated against women, war and devastation overseas that impacts our local community. It is crucial that 4Cs and other civil society organisations, with established social infrastructure, remain sustainable, ensuring their availability to assist and respond in ways that people truly value.



We are aware that competition in social services exists but we strive to work with others in ways that call on the complementary capabilities we each bring to the table. It is imperative that we do not and indeed should not, do this work alone. That goes against everything we stand for as an organisation. I often say that impact should not be measured by the bottom line alone but by the social and community impact we are a part of creating.

I want to thank Canterbury Bankstown Council because without their physical infrastructure and support, our outcomes would be far less possible. That is the meaning of partnership, the inputs of Federal, State and Local Government, collectively supporting local placed-based organisations to do what we do best.

For 51 years, 4Cs has been a stable basic in the community and I am confident that we are here to stay for at least another 51 years because the community responds positively to what we do.

Esta Paschalidis-Chilas
CEO



Building Capacity, Building Community

The dedicated team of staff and volunteers at 4Cs take pride in fostering connections among Lakemba residents and those in the surrounding areas. In the past year, the Centre has successfully coordinated a range of programs, services and activities through active partnerships with other organisations.

These initiatives bring positive outcomes for individuals, families and the broader community reducing social isolation, improving health and fostering cross-cultural understanding. At the same time, connecting people to vital services and building resilient communities.

Women have the opportunity to engage in a variety of activities, often beginning with informal English



conversation classes to build confidence. From there, they can choose to volunteer or enrol in a certificate course. It's a privilege to be part of this journey alongside so many local women.

This year, with thanks to funding from the Department of Communities and Justice, small grants and philanthropy, we delivered an unprecedented number of activities, courses and workshops. These included English classes, Certificate level courses as diverse as Computers, Job skills, Community Services, Business Administration, and an Introduction to the Beauty Industry and Caring Roles.

Additionally, events like Family Fun Days, Sewing Corner, Lakemba Ladies Lounge, Bangladeshi Parenting Program, Learning to Drive and Health Education workshops proved very popular with the community.



1663

**PEOPLE INVOLVED
IN LARGE ONE-OFF
COMMUNITY
EVENTS**



Uzma's Story

My name is Uzma Rizwan and I'm the proud mother of five children, three are currently studying at University, while one is at high school and my youngest is still in primary school. I got married and arrived in Australia about 15 years ago. It was a difficult decision to leave my parents and move to Australia with my husband, as I had never been without my mother.

When I first arrived I missed my family in Pakistan enormously and it has not been an easy journey starting a family and raising my children without the support of family and friends. At the beginning it was an incredibly stressful time and I forgot about myself and my own needs.

One day I met Romana at a local gathering and she invited me to Lakemba Ladies Lounge. The day I started going there changed my life, there was free childcare for my 2 young girls, I was able to meet, talk and laugh with other women. I made so many friends, I felt alive, it seemed like I was at my own home in my own country with my mum and friends.

Since attending Lakemba Ladies Lounge I have gained the confidence to volunteer and recently I successfully completed the Certificate II in English & Work Skills. After this I started my own small catering and beauty business, and now I am enrolled in the Certificate III in Individual Support so I can give back to the community and help support older people.

Personally I am a very shy, quiet person without much confidence. Now I feel that I have changed, I am confident and full of hope. I found my wings to fly thanks to Canterbury City Community Centre. It is an amazing Centre, full of beautiful people with big hearts. They helped change my life, as I know they have done with so many other women in the community,

THANK YOU Romana and 4cs.

“ They helped change my life, as I know they have done with so many other women. ”





Our long standing and vital partnerships with Sydney Community College and TAFE NSW, plus a new partnership with Macquarie Community College delivered increased access to adult education opportunities for local women. Courses delivered through these partnerships consistently achieve an extremely high rate of successful completion. One example of this is the Certificate II in Community Services where 93% of women successfully completed the course.

An even more significant indicator of success is that, upon completing the course many women went on to pursue further studies at TAFE or secured employment. This is an amazing achievement for the students, their teachers and the 4cs staff supporting these classes.

97

**CLIENTS ASSISTED
WITH VOLUNTARY
FORM FILLING
SERVICE**

.....

470

**CLIENTS IN
MUM 2 MUM,
LAKEMBA LADIES
LOUNGE & ENGLISH
CLASSES**

.....

291

**CLIENTS IN
EDUCATION, SKILLS
& FACILITATING
EMPLOYMENT
PROGRAMS**

.....

1071

**CLIENTS ASSISTED
WITH INFORMATION
& REFERRALS TO
OUTREACH
SERVICES**

.....





Within this domain 28 women benefited from a pre-employment preparation and mentoring program delivered in Lakemba by MAS National open to all women regardless of their visa status.

Additionally, the outreach services offered also include STARTTS torture and trauma counselling, legal information and assistance provided by Marrickville Legal Centre, mental health support through One Door, and the Women's Health Clinic through Leichhardt Women's Health Centre. In total these services provided 145 days of individual support at the Centre throughout the year.

Our Form Filling service supported 97 people with Centrelink and Housing applications plus other form help. This service is vital in the local community and while it is supported by our Community Builders team it could not be realised without our committed and hard-working Form Filling Volunteers.

The Lakemba Community Garden underwent a significant expansion in the previous year thanks to the support of Haslin Constructions which built an additional 5 garden plots. The Garden currently has 33 active plot holders who are supported by our Community Builders team with additional support and gardening expertise from our Garden Care staff at the monthly working bees.

The community action group environment@lakemba continued to meet, actively engaging in local



initiatives focused on reducing littering and illegal dumping, including a program to encourage the design and construction of verge gardens.

To wrap up the year we are very excited to have received funding from the NSW Domestic Family Sexual Violence Multicultural Grant Program. This funding will enable us to develop and deliver culturally safe Healthy Relationship Programs to Urdu and Rohingya communities residing in South Western Sydney. Working together with our partners the Australian Rohingya Women's Development Organisation (ARWDO) and the Paki Women's Hub we aim to help women better recognise and respond to domestic, family and sexual violence.



Holly's Story

Hitoshi Irani or as she likes to be known 'Holly', arrived in Australia from Karachi, Pakistan in May 2023. Holly had been waiting almost 15 years for permanent residency to join her mother and sister in Australia.

Holly was introduced to the 4Cs through her mother, Pilu, who was already attending the social activities group for seniors twice a week. Encouraged by her mother Holly enrolled in the English Skills Vocational Pathways Certificate II Course at the Cottage.

The course is run in partnership with Sydney Community College who support the many women, like Holly, who haven't studied in a while.

The thought of studying can be daunting but the teachers provide a very supportive and inclusive learning environment. "I am studying at the age of 63 and have made so many friends from different cultures who speak many languages," says Holly.

Since starting her course Holly has attended several other activities and events at the cottage, including the Pakistan Independence Day Celebration and she was involved in the filming of the Urdu video, "New to Australia? Come and Volunteer!". During filming, Holly expressed an interest in Volunteering to Angela from STARS (Skills, Training and Resource Service) and as a result she has started helping with the Mum 2 Mum English conversational playgroup at Hampden Park Public School. In her role Holly helps the women in the class practice English.

Holly highly recommends women who are new to Australia visit the 4Cs so they too can benefit from the many programs, "I have told my community about all the courses and encouraged people to join in. Everyone at 4Cs is very friendly, and most importantly, I've made new friends and feel part of the local community.

“ I am studying at the age of 63 and have made so many friends from different cultures who speak many languages. ”



STARS

STARS offers vital training and assistance to staff and volunteers in Aged Care Services funded through the Commonwealth Home Support Program (CHSP) in the Inner West and Canterbury Bankstown Local Government Areas. Utilising extensive sector knowledge, STARS partners with other support providers to improve skills and understanding in the Aged Care Sector.

We provide a range of training options, including both in-person and online training, workshops and information sessions. Additionally, we are increasing our emphasis on working in partnership with other training organisations to assist Aged Care Services prepare for the upcoming sector reforms as we transition from CHSP to Support at Home in July 2025.

497
TRAINING
SESSIONS FOR
STAFF & VOLUNTEERS
FROM OVER 80
ORGANISATIONS

In the 2022/23 year, STARS conducted training sessions for 497 staff and volunteers from over 80 organisations. Topics included Safe Food Handling, Aged Care Diversity Framework, Managing Client Expectations, Volunteer Essentials, Unit Costing, Organisational Governance, Resilience and Agility for Aged Services Managers, and Professional Boundaries for Staff and Volunteers.

Furthermore, we are developing five online short video resources in Arabic, Vietnamese, Urdu, Mandarin and simple English to help recruit newcomers to Australia as volunteers. The project is funded by the NSW Centre for Volunteering and Australian Department of Social Services and involves working closely with film makers Art Resistance, volunteers, workers and clients from CASS Care, Community and Cultural Connections, Arab

Council and Canterbury and Earlwood Caring Association to develop this valuable resources. The finished videos and fact sheets will be accessible in early 2024 through Volunteering Australia and the NSW Centre for Volunteering Websites.





Partnerships

One of our Values is Innovation, where we actively seek new ways to improve service quality and access to opportunities.

One example of how we do this is in our partnership with Haslin Constructions. A few years ago 4Cs was successful in receiving funding from Haslin as a way for them to give back to communities on the Metro Line and of course Lakemba is one of those communities.

You might be thinking, well what does a construction company and the 4Cs have in common? While partnerships do not always form in the way we expect, as we worked together over time to benefit the community of Lakemba, the benefits were very obvious to us. Through the funding Haslin

provided, we were able to make much needed improvements to the Lakemba Community Garden and enhance our Mum 2 Mum program.

Put best by Haslin's General Manager Corporate Governance & Human Resources, Gladys Woods, "We have continued to support the program beyond our original commitment as we believe the program offers a lifeline to some of the most vulnerable in our society – women who are new migrants, have limited or no English... the motivation and positive attitude of the women in the program, despite the many roadblocks they face, is inspiring. My own life experience, coming from



a poor migrant family, has convinced me that education is the key to assist migrant women and programs such as Mum 2 Mum are a great place for them to start their journey".

From the point of view of the 4Cs, our CEO Esta Paschalidis says, "partnerships have always been central to the way we work because together with others, our social impact increases. Without Haslin Constructions both our Community Garden and Mum 2 Mum program would not have had access to really important resources which build and strengthen our local community".

“ The program offers a lifeline to some of societies most vulnerable – women who are new migrants. ”



Supporting Seniors

Many people as they become seniors wish to live safely in their homes, connected to their community, family and friends and at 4Cs we remain committed to helping them realise that aspiration.

Whether it's through our Social Inclusion activities, our Garden Care program or simply helping someone visit a family member, or visit the doctor, through our Home Care Package Program (HCP), our workers are there, walking alongside our clients.

Our aged services in the Inner and South West are funded by the Federal Government's Commonwealth Home Support Program (CHSP) and as a HCP approved provider we provide both packaged

and individualised support. Our service delivery model includes 4Cs Staff, Volunteers and sub-contractors we broker. This year our eco-system of providers included providing work to over 150 contractor and suppliers.

Our CHSP programs assisted 580 clients, equating to 7,008 occasions of service (sessions), totalling 28,311 hours of work. 28% of those clients were 80 - 84 years old and 24% were 85 - 89 years old. Further 36.9% were from culturally and linguistically diverse backgrounds with 20.5% of Greek descent, 12.8% from Lebanon and 10.9% from Italy. This data indicates that our cultural capability meets the needs of people from diverse backgrounds.



580

**CLIENTS ASSISTED BY
OUR CHSP PROGRAMS,
EQUATING TO
28,311 HOURS
OF WORK**

.....

Grace's Story

86 year old Grace has been a client of 4Cs Garden Care and Lawn Mowing since October 2017.

Grace is a widow with a large garden that she is no longer able to maintain after knee surgery and a broken femur. Despite her initial concerns about 'strangers' entering her home and messing about in her garden, the team from 4Cs Garden Care has won her over proving to be incredibly helpful.

The 4Cs team look after Grace's Garden but they also take a little time out for Grace too. This is rewarding for Grace and our team as well and it has made a significant difference in her life, she says, 'I'm thrilled with their work, I love every minute they are here, we chat and enjoy a cup of coffee together. I only wish they could come more often... they do a

fantastic job. The kindness and niceness of the people involved, leave me truly grateful... and I can never express my thanks enough'.

The Garden Care team meticulously take care of Grace's entire garden, taking care of the weeds and doing all the pruning. They leave her home outdoor areas looking neat and tidy, ensuring it remains safe for her to enjoy.

'I would recommend it to anybody, 100%! My garden looks beautiful when it's finished. Thank you very much for all the help you give me! Thank you!'

“ I'm thrilled with their work, I love it when they're here... they do a fantastic job. ”





We also observed that 52% of our CHSP clients live alone highlighting the significance of our Social Inclusion activities in fostering social connection and community participation. As well, our Social Inclusion team successfully coordinated over 70 group outings enabling people to leave their immediate environment and enjoy other parts of Sydney.

Our HCP program has steadily grown to 80 clients in June 2023, with 41 clients being levels 3 and 4 which means more complex needs are being met by our care workforce and coordination team. The total number of care hours provided by 4Cs Care Workers was 9,747, for agency workers 51 hours and Contractors 8,484 hours.

This year we have focused on returning our services to pre-COVID participation levels and it has been rewarding to be able to assist people to make their gardens safe and enjoyable. Additionally, we have been running a Tai Chi class at our centre and in response to popular demand, we brought our seniors groups back to the centre once a month.

Our Garden Care team has not been as hampered by inclement weather or COVID restrictions as well. It's truly remarkable to consider that our Garden Care Program generated approximately 700m³ (21 shipping containers) of green waste taken from people's homes. It has really been a busy year for that team!

28%

OF CLIENTS WERE
80-84 YEARS OLD
24% WERE 85-89
YEARS OLD
.....



700m³

OF GREEN WASTE
TAKEN FROM PEOPLE'S
HOMES, EQUATES TO
21 SHIPPING
CONTAINERS!
.....



70

GROUP OUTINGS
COORDINATED
BY OUR SOCIAL
INCLUSION
TEAM
.....

9,747

HOURS PROVIDED BY
4CS CARE WORKERS FOR
CLIENTS WITH MORE
COMPLEX NEEDS
.....



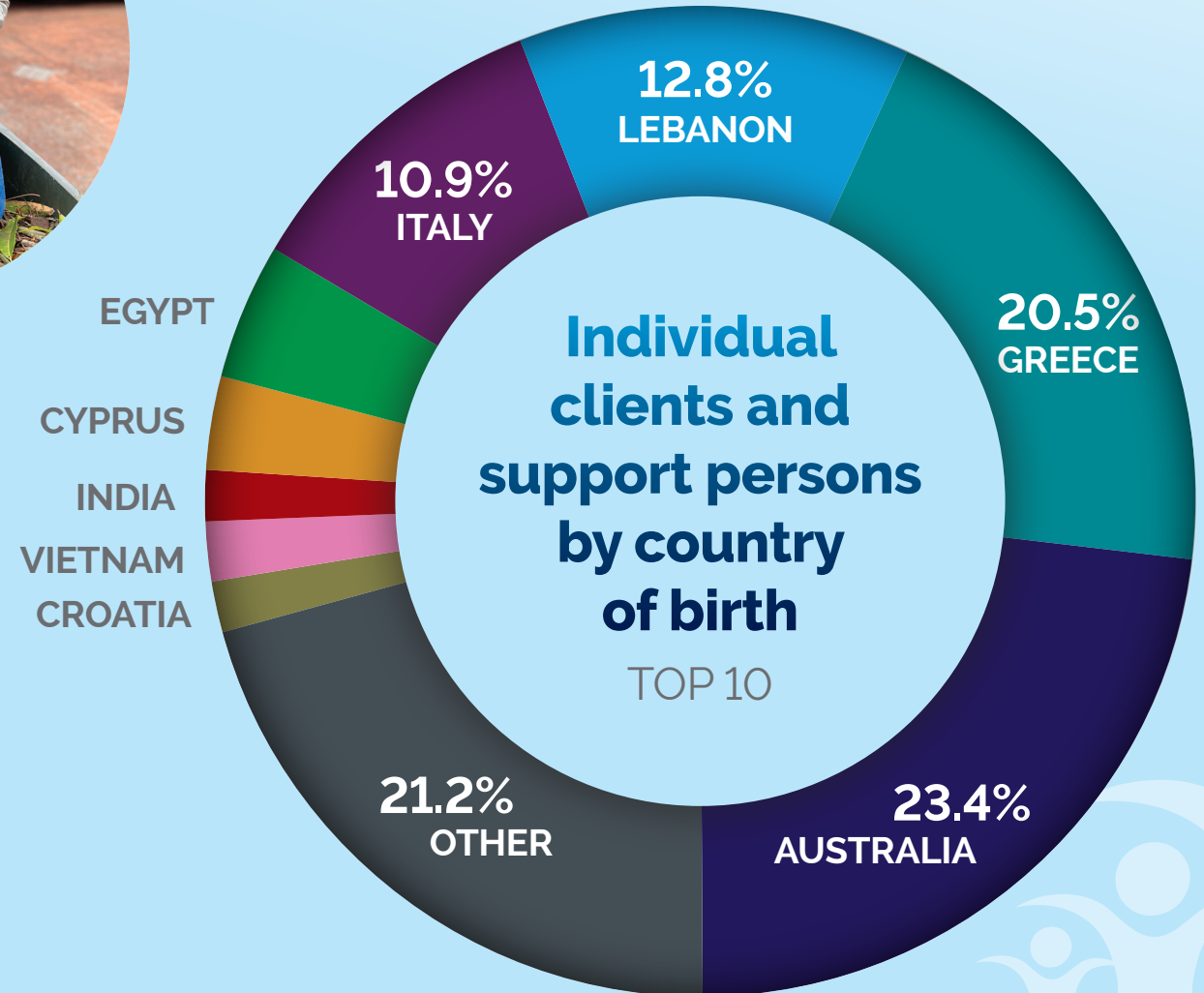
None of what we do in our aged care services is possible without the dedication of 4Cs Volunteers in our Social Inclusion and Garden Care programs. Some enjoy engaging seniors in conversation, others play a more active role working in the garden or helping people on and off our bus. It's a great way to give back to the community, build social connection and sharing of knowledge.

A total of 49 active volunteers were involved in Garden Care, Social Support Group and Social Support Individual activities, contributing 5683 vital hours of client support and value adding to 4Cs programs. The average age of volunteers was 52 and ranged from 20 to 83 years.

Looking ahead, we await the launch of a new Aged Care Act and we continue to prepare for the changes to community and in home aged care being implemented from July 1, 2025. The 4Cs team looks forward to 2024 with optimism so that we can continue to deliver our valued services to seniors in our community.



36.9% OF CLIENTS ARE FROM CULTURALLY & LINGUISTICALLY DIVERSE BACKGROUNDS



Dot's Story

Dot is 88 years old and has been a Lakemba local all her life. Together with her husband Roy, they live in the very same house she was born in. Dot and Roy have been clients of 4Cs since 2015, when they sought aged care services because of increasing frailty. They were struggling to manage household and garden tasks independently.

For the past eight years, Dot has actively participated in the 4Cs Social Support 'Knitting with Heart' group. This has given her the opportunity to pursue her love of crochet and knitting, while also forming meaningful connections with like-minded friends.

"They are all friendly people, so I've made lots of special friends

with similar interests to mine. The group has grown significantly, continually introducing me to new friends over time. The social support staff and volunteers all make everyone feel special, organising various activities and outings, and then there's the Garden Care team who keeps our garden under control too", said Dot.

Having recently transitioned to a Home Care Package, Dot values the caring and helpful support from the 4Cs team, enabling her and Roy to stay at home and maintain their connections with friends. She says, "Days out in the bus are one of the things that really make life still worth living every week... and these would not be possible without both Social Support and Home Care from 4Cs."

“ Days out in the bus are one of the things that really make life still worth living. ”



Volunteering – Making a difference

From the day we began, 4Cs was built with the unwavering commitment of volunteers. From community and civic leaders who founded us and ran some of our services, to services we deliver to seniors and the broader community today.



This year, volunteers were active in the gardens of our clients, supported individual seniors with a range of everyday life tasks and needs and they assisted in our social support groups. They cleaned up the local environment and contributed to the success of 4Cs community initiatives and events.

Over the period July 2022 to June 2023 we had 49 active volunteers who contributed 5,683 hours of support and assistance to senior clients. The average age of people volunteering with us was 52 years old and people ranged from 20 to 83 years. Remarkably one of our 4Cs Volunteers provided 832.25 hours of support and assistance in our social support groups!

We know from what 4Cs volunteers tell us, that volunteering provides a sense of purpose, connection and also builds friendships in the local community.

Most sincerely, we thank our many volunteers for inspiring us everyday and supporting our important work and the local community!

832

HOURS OF
SUPPORT BY ONE
REMARKABLE
VOLUNTEER!

.....

52

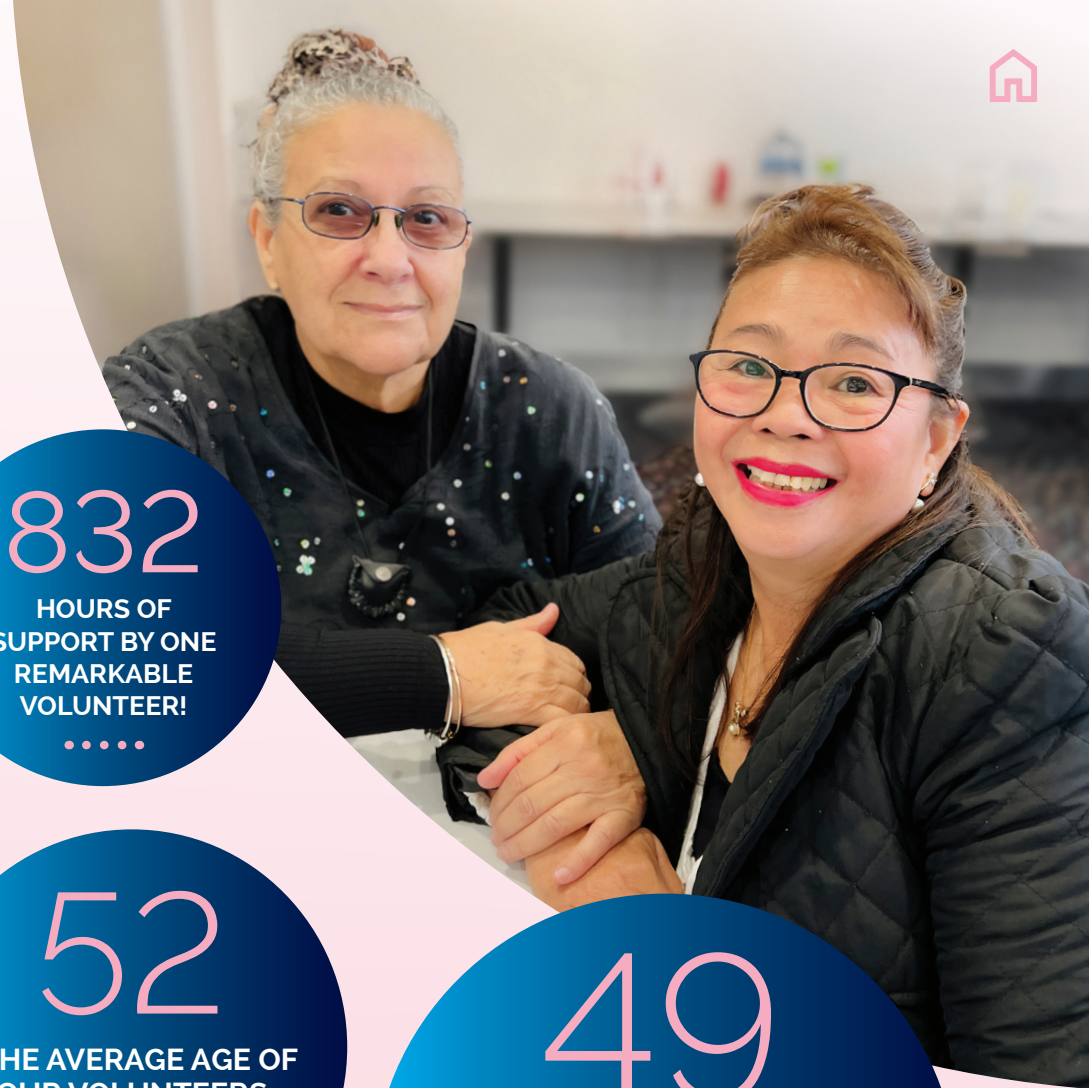
THE AVERAGE AGE OF
OUR VOLUNTEERS
BUT RANGES FROM
20 – 83 YEARS!

.....

49

ACTIVE VOLUNTEERS
WHO CONTRIBUTED
5,683 HOURS OF
SUPPORT!

.....





A Volunteer Story


Michael has been on a remarkable volunteering journey since 2020. Even though his first client, Fay, has gone into residential aged care, he continues to visit her every week. "I decided to volunteer after I retired. I realised I wanted to spend my time in a rewarding service, but I wasn't sure where to start. So, I did some research and eventually decided to try aged care through the 4Cs Social Support Program."

Michael now regularly visits two clients and has learned that their needs can change from week to week. Initially, he saw volunteering as simply meeting weekly objectives, ticking off boxes, but he soon realised that the elderly can feel frustrated or even depressed, and that giving a bit more was needed.

"It's important to provide not just physical support but also understanding. Honestly, I don't think we give them enough time and a little empathy goes a long way."

What truly makes this experience special for Michael is the friendships he's formed. His clients have been extraordinary, not only benefiting from his support but also offering invaluable life stories and advice. "Plus, I've made some incredible friendships along the way."

Michael's message to those thinking about volunteering is simple, "I'd say to anyone considering volunteering to just give it a shot. It's not what you might expect, but the rewards are truly worth it. Volunteering has allowed me to grow as a person and develop a deep care for the elderly."



“ To anyone considering volunteering to just give it a shot. It's not what you might expect, but the rewards are worth it! ”



All feedback is important to us...

At the 4Cs we encourage feedback of all types and we document feedback as it is provided using a centralised system so we can respond and analyse it. From July 2022 to June 2023 we captured feedback on 119 occasions across all areas of the organisation - of that, 92% of feedback was positive, 3% neutral and 5% negative.

Additionally, once a year we conduct a survey to hear from all our senior clients across programs. Both these mechanisms allow us to gain important insights that help our ongoing efforts to improve as an organisation.

This reporting year we received 218 responses and most people were comfortable identifying themselves. 72% said 4Cs Staff were consistent and friendly, and 65% said they felt less stressed as a result of our services and support.



"Everyone I come into contact with (at 4Cs) is easy to get along with"
.....



"Everyone I have interacted with in regards to (4Cs services) has been wonderful, polite and very helpful, as well as understanding of my needs. Thank you"
.....

"It's a good reliable service with good communication on when the service will occur"
.....

"More interesting outings i.e. dinners, shopping at malls etc"
.....

"I think community outings on bus service is excellent, and gives me a chance for outings I would not have otherwise. Appreciate it all. Thank you"
.....





61% told us our services were affordable, 36% felt more independent and 45% felt better and happier as a result of our services and support.

Interestingly, 29% of seniors surveyed told us they wanted to socialise with other people more than they do at the moment!

To illustrate how we actually use feedback to improve services, we recently added a new position to the Home Care team. The position is designed to assist with client relationship management and it is our hope that this role will increase our capacity to respond to client needs more quickly and regularly.



"They should play music to dance, interactive games, trivia and painting classes twice a week"

.....

"Sometimes it is disappointing when popular outings are booked out so early. I would like to see extra buses for popular outings. Overall excellent service"

.....

"I have been grateful to have had the chance to be part of the group. I would have continued to be part of it if not for my health. Thanking you all for the friendship, care and assistance you have shown and provided. With sincere thanks"

.....



“Thank you!”

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THE COTTAGE

28 Croydon St, Lakemba

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Railway Parade, Lakemba

Call us on **9750 9344**

FOR
MORE

