



4CSNEWS

CANTERBURY CITY COMMUNITY CENTRE



Bankstown
Arts Space
Exhibition

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APRIL/JUNE 2020

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Canterbury City
Community Centre

Community Building Community

NEWS FROM THE CEO *Liz Messih*

This is a very difficult time for everyone in our community as we dread the health challenges to come, try to keep safe and see jobs and livelihoods lost. The year that started with bushfires has become one of the most challenging times that any of us will remember.

I want to assure everyone that the 4cs is still here – most of our staff are now working off site but still providing services and support to our clients. The Centre has been required to close its door for drop in visits but we still have limited staff on site in order to ensure our essential services keep running and that we can continue to provide information and support to people who call us. We are following the directions of Government and will be able to maintain continuity of service should all staff be required to work from home.

Our first priority is to ensure that the people who use our services, our volunteers and staff are safe and at the moment this has meant that many activities have been temporarily suspended to allow everyone to minimise their need to be in contact with others. At this stage this will be for at least 90 days from the beginning of April and possibly longer if required. We strongly support the need for the whole community to stay home to prevent the spread of the virus and to protect those who are most vulnerable.

Secondly, we are working to deliver support to those of our consumers who need us most. We are very aware that for many people in the community we are their main support and we are very focused in this direction.

We are finding ways of providing services to existing clients, whilst at the same time trying to minimise face to face contact as much as possible. All non essential services have been temporarily suspended, including short courses, the Lakemba Ladies Lounge, English classes, parenting groups, swimming classes, outreach services, seniors social inclusion groups and outings. Our volunteers are having a break and are isolating at home – we miss them!

We are keeping in regular communication with our seniors with friendly phone calls and are checking

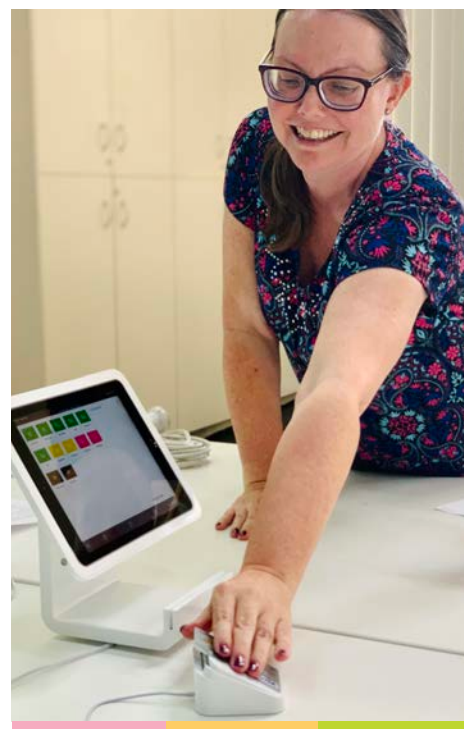
that people have the supports needed to remain at home including access to food and other essentials. We are still operating limited gardening services but without our volunteer teams and with different strategies in place to minimise the need for contact with consumers. Our staff in the Home Care Packages Program are still providing the essential care and support for frail aged clients. STARS are investigating options for online training. Our community builders team have put together information on supports available for community members and are planning online activities to keep us connected in Term 2.

During these difficult times it is important that everyone looks after their physical and mental health. It is important for all us to get our information from a reliable source, like the ABC or the NSW or Commonwealth Depts of Health, and try to restrict the amount of time watching the news if you start to feel overwhelmed. Information is changing rapidly and unfortunately this can also create opportunities for misinformation to circulate and even scammers to take advantage.

We will be sharing accurate information on our website, on facebook, through mail chimp and by post as it comes to us. All of our staff can be contacted by phone or email if you need to be in touch.

Lastly, we will be ready to return services to normal as soon as it is safe to do so. No doubt there will be more challenges ahead but we can face them together.

This Newsletter has had many re-writes as the last few weeks have unfolded but we thought it was still important to get it out to our members, friends and supporters. It is one of the main ways that we connect with our community and it is still good to share our news apart from what is happening with COVID-19. Included with the Newsletter is a mini Directory of Services and Information of relevance at this time and we will be updating this regularly. As we develop new activities online we will be advising people through facebook and also mailchimp ...



please connect with us to receive the updates.

Please keep an eye on our [facebook](#) and [website](#) pages if we need to make large scale announcements and we are in contact with individual clients by phone, letter or email as the need arises.

Part of our role as a Community Centre is to help people and communities develop resilience so that when emergencies happen, whether in their own lives or in the broader community, they can better manage the challenges. We started a more focused discussion around this topic in January following the bushfire events and in an effort to develop a climate change risk management plan for the Centre moving forward. With Coronavirus we have also developed a plan to manage 4cs services for the most vulnerable and also promote strategies for others to build resilience and prepare for changing circumstances.

Following the bushfires, we had planned to share some tips in the Newsletter from the Red Cross about planning for emergencies and this is still included ... it seems even more relevant now. These tips are especially for our older residents to consider but are relevant for everyone.

At times like these we can feel that we have no control so it is good to take charge of the things we can ... like washing our hands, keeping in touch with the people who are important to us even if we have to keep our distance, and planning

and preparing for change.

Above all we encourage people to continue to be kind and look out for others – especially those most vulnerable in our community. Check in with your neighbours ... especially if they are elderly and they live alone. Please keep well and keep safe.

National Volunteer Week- *Changing Communities. Changing Lives.*

Changing Communities. Changing Lives. For Organisations like the 4cs we know that Volunteers make a huge difference every single day ... whether that difference is to one person or to many ... or to a whole community. National Volunteer Week is being held between 18 – 24 May this year and we had planned to celebrate the amazing contribution made by the 4cs Volunteers at an event ... but unfortunately we have needed to cancel this due to the current health emergency.

4cs volunteers are also on a break at the moment and we are missing them all. So from all the staff and Board (also volunteers) ... I would like to say a very big thank you to our amazing volunteers and we look forward to having you back on board as soon as it is safe.

CHSP Growth Funding

And finally for some good news. At the end of last year we were very pleased to hear that our application for growth funding under the Commonwealth Home Support Program was successful ... this will mean new group activities in the Inner West Planning Region and an expansion of our Social Inclusion and Garden Care Programs in to the former Bankstown LGA (which is part of the South West Planning Region).

We were also funded to deliver Personal Care in the SW Region – a new activity under the CHSP but a service we currently offer under Home Care Packages.

As an Organisation located in the amalgamated Council of Canterbury Bankstown we are really happy to see our services be expanded to cover the whole LGA.

As you would appreciate, the coming months will be quite hectic with planning and making arrangements for the new Services to start especially in the current environment. As the funding arrived

in late March we were also pleased to see that flexibility provisions have been announced allowing us to work more collaboratively with other Organisations to meet the immediate needs in the community.

We are very appreciative to the Commonwealth Department of Health for their support and thank our staff and volunteers for their hard work that has made it possible ... once we get past our immediate challenges we will be recruiting some additional staff and volunteers in 2020 if you are interested in joining our team! (Keep an eye on our website).

SQUARE

The Centre has recently opened a Square account which will mean our staff can take credit or debit card payments from service users either out in the field or at the Centre.

This is a great improvement for the Centre as it will reduce the amount of cash handling, will give customers greater choice in how they pay their accounts and will improve efficiency by making good use of available technology. Square is used by many small businesses and market stall holders and is fully portable and used in conjunction with staff iPads or smart phones.

OMNICAN

The Older Men New Ideas of Canterbury (OMNICAN) has relocated to the Lakemba Uniting Church on the second and fourth Tuesday of each month. OMNICAN was initiated by the 4cs following a small research project nearly 20 years ago and have met at the Centre and then at The Cottage since that time.

As the 4cs was under enormous pressure with space for staff and activities the members graciously relocated to make way for the expansion of Centre programs. Their new meeting space at the Church Hall is also centrally located and they will be able to keep to the same times and activities.

Thank you to Graeme Watkins of the Lakemba Uniting Church and the OMNICAN members and we wish them success in their new home. Any older men who would like to meet in friendship and for discussions are invited to contact Jack Smith on 9533 3930 to find out more about joining OMNICAN.

Community Builders Update

Given the current situation with the Coronavirus (Covid-19) we have needed to temporarily suspend all our programs at the Cottage and short courses and activities including;

- Women's English Classes
- Lakemba Ladies Lounge
- Mum 2 Mum
- Computer and Community Service Classes
- Make up and Beauty Course
- Learn to Drive Course

As the Community Centre was required to close its doors for face to face contact we have also needed to suspend some of our services including helping people with form filling, food assistance, Justice of the Peace, and outreach services including the women's health clinic.

Should you need assistance we can be contacted by phone or email at Canterbury City Community Centre. We are still here to help so please call us on 9750 9344 or text 0412 270 811 (Kate & Romana) or email customerservice@4cs.org.au If we can't help we can try to find a service that can.

We have been busy putting together resources to help people with information about Centrelink and accessing the support that they may need. We have prepared a short Information Directory which is included with the newsletter and we will be updating this regularly as information changes. The most up to date copy can always be found on our website www.4cs.org.au/about-us/resources and call us on 9750 9344 if you would like us to post you a copy.

As information is changing every day we will keep you updated with other services and assistance that is available during this time via Facebook, email, website and our newsletter.

We are currently looking at other options for delivering services, new groups and activities online in Term 2. As we work out the details of these we will let you know. If you have a particular need or issue or an idea for support that we can offer please let us know.

Stay safe. Take care of yourselves, your families, friends and neighbours. Together, we will get through this.

Romana and Kate



YOUNG SOMALIAN WOMEN'S *Creative Arts Project*

Working together with Sincerity Alliance, Bankstown Arts Space, community artist Melissa Wheeler, and with funding from the Australian Neighbourhood Houses and Centre Association, two groups of young girls aged 9 - 11 years and 14 - 17 years from Somalia and North Africa have been involved in a creative arts program to explore issues of identity.

The program commenced during the October School Holidays 2019 with an introductory half day session at Bankstown Arts Space where the younger group of girls did lino printing and collages. They then continued meeting weekly during Term 4 on Thursday afternoons at the Centre. The older girls group started in the January School Holidays and continued meeting in Term 1, 2020.

Melissa, a community artist with extensive experience in working with young people, along with Safaa and Huda from Sincerity Alliance assisted the girls explore and express their feelings and thoughts on their identity through making life size figures and collages of words and images. Initially the girls were very quiet and reserved, however, working together in small groups there has been a noticeable difference in their engagement, as the weeks have progressed there has been growing discussion and laughter, with the girls more confident to express their

ideas. This project has enabled the girls to express themselves in a safe environment and see that they are not alone in their struggles with identity and family. Their parents and siblings have become very interested in the girl's artworks and following their progress, as well as becoming more engaged with our Centre and other programs we offer. Some of the mothers have expressed an interest in the short courses including women's swimming and English classes we run.

To date this project has been very valuable for the girls and families involved but also in improving connections between these communities and our Centre.

At the culmination of both series of workshops an exhibition of the girl's artworks was held at Bankstown Arts Space for International Women's Day on Saturday 7th March to highlight and acknowledge the creativity of these young women. It was a wonderful event and fantastic to see all the amazing art works on display.



GET YOUR L'S *A course helping women get their Learners License*

In partnership with Canterbury Bankstown Council's Road Safety Officer Carol Debs, 8 women have attended a 4 week group to improve their knowledge of the rules and regulations to drive safely on NSW roads as well as prepare to sit the Driver Knowledge Test and get their Learner's License.

The group have been doing fun activities every week while Carol has been taking them through the various chapters in the NSW Road Users Handbook. Guest speakers have also proved valuable including the local Highway Patrol and Driving School.

In addition to improving their knowledge the women have been practising the test online to ensure they are familiar with the type of questions that will be asked as well as becoming familiar with using the computer to do the test confidently.

By the end of the course 4 women felt confident to go and take the learners test. On Thursday 19th March Romana, Carol and some of the women's husbands waited with baited breath outside Bankstown Service NSW for the women to complete their test and the great news is that they all came out with big smiles and passed!

So a big congratulations to Sobia, Farjana, Shagufta and Huda. We will keep an eye out for you learning to drive around the streets of Lakemba and surrounding areas.

Given the course has been so popular with local women we will be running a second group later in the year.

Please keep an eye on our facebook page, newsletter and emails for updates on when this course will be run.

Finally a big thanks to Carol for making this class so informative and enjoyable at the same time.

Congratulations all !!



LEARN *English*

Unfortunately our face to face English classes have had to be postponed for the time being but we are ready to return as soon as it is safe to do so.

In the meantime, practice your English conversational skills by talking with your neighbours just make sure you keep a distance of at least 1.5 metres. Saying hello over the fence is good for everyone!

You can also try the below online resources:

CANTERBURY BANKSTOWN LIBRARY AND KNOWLEDGE CENTRE – *Online English Courses*

Council's eLibrary provides online English courses including **ISSUES in ENGLISH**, **ROAD TO IELTS** and **AMES** Online. These cover reading, writing, listening and speaking. To access the service you must be a library member. If you are not a member you can join online. The link to the online resources available is www.cbcity.nsw.gov.au/community/library-knowledge-centres/eresources#learning

For more information about this, other online resources and joining the library you can also call them on 9707 9708.

PERFECTLY SPOKEN

Free online video lessons with trained teachers. Suitable for beginners to advanced.

Create an account at: <https://perfectlyspoken.com/>

We are currently investigating other options to support women to continue practising their English and will keep you informed by facebook and email. Hopefully our lovely classes in the Cottage will be back soon.



STARS TRAINING *Update*

Commonwealth Home Support Programme (CHSP) Futures Conference - 10 March 2020

The CHSP Conference was organised by a collaboration of sector support and development (SSD) positions including STARS, Canterbury City Community Centre along with The Multicultural Network, ACSA, Inner Sydney Voice, Ethnic Community Services Cooperative and the Junction Neighbourhood Centre along with others. SSD positions are funded by the Department of Health through the Commonwealth Home Support Programme to support the development of the home support service system.

The Conference aimed to provide a rich opportunity for listening and learning from each other, sharing new and innovative practices, embedding wellness, reablement and restorative care approaches into service delivery and ultimately strengthening the capacity of the CHSP workforce to deliver high quality services responsive to the needs of older people utilising services.

Approximately 250 people participated in the full day, fast paced and engaging conference held at the NSW Teachers Federation. The day ran smoothly largely as a result of the support

provided by the 26 Conference Support helper's – we couldn't have done it without you!

The full day program included a Welcome to Country from Uncle Allan Murray followed by a Welcome to the Conference from The Hon Tanya Plibersek MP, Federal Member for Sydney, Shadow Minister for Education and Training. Of special note was the Guest Speaker address provided by Senator The Hon. Richard Colbeck, Minister for Aged Care and Senior Australians, Minister for Youth and Sport. While the Minister said that we need to wait for the outcomes of the Royal Commission he also indicated that it's not viable for block funding to go as it allows for flexibility, responsiveness and local solutions. However, the government still needs to work out how to integrate Home Care Packages and CHSP.

Keynote speaker Robert Fitzgerald AM, NSW Ageing and Disability Commissioner spoke of the important role of home support in empowering older people through community involvement and connection. He also spoke to the role of providers in the elder abuse response.

The proceedings were livened up with our own 4cs partner Beatriz Occhiuzzi, Founder and Creative Director of Salsa for Seniors – you may have seen and heard the salsa dancing at 4cs on a Monday

afternoon. Beatriz had all the delegates stamping their feet and waving their arms.

The joint lead presentation included Professor Michael Fine – From Research to Practice – Measuring Outcomes in Community Aged Care. Why do we measure outcomes? Followed by Dr Beatriz Cardona – The uses of the ACCOM Tool – measuring and monitoring outcomes after which we heard from Manager of Engadine Community Services and Vice Chair of NSW Neighbour Aid and Social Support Association Melinda Paterson who spoke to a service provider's experience measuring outcomes using the ACCOM tool – pilot study.

In addition, concurrent sessions offered 23 presentations under the themes of connection, quality, future and research and policy. 50 people were involved in the presentations which included the Department of Health, a range of CHSP services, academics and researchers from UNSW and Macquarie Universities, metropolitan, regional and rural services from NSW, ACT and Victoria, peaks, Carer services and more!

Delicious lunch offerings to cater for the diverse dietary requirements of conference participants was provided by Canterbury Meals on Wheels with support from Ku-ring-gai & Hornsby Meals on Wheels and social enterprise Parliament on King.

BEING PREPARED *for Emergencies*

Information for Older People

The last few months have given cause for some anxious moments. First we had the bushfires and now we are dealing with the COVID 19 pandemic.

We were all affected by the intense heat, smoke and hazy skies during the summer months. Now we are dealing with other issues that are changing the way we live – like social distancing and not being able to buy what we need in supermarkets, the closures of cafes and restaurants and not seeing family and friends. Emergencies can take many forms – a heatwave or a flood, a power outage or a storm. The short story is that emergencies can strike at any time and it is always sensible to do a little forward planning – and be prepared!

The Australian Red Cross has some wonderful resources online. If you can access them or know someone who can do this for you, it is definitely worth a look at redcross.org.au. If not, there are 4 key areas for you to consider.

Get the Info

It is good to have certain information to hand just in case you might need it. Some handy numbers are: Ambulance, Police, Fire (Triple Zero) 000; SES (flood and storm) 132 500; The ABC is the official emergency broadcaster and will provide up to date information, including advice from authorities and where to get assistance:

- ABC News on Radio 630 AM Sydney and Digital
- ABC RN 576 AM
- ABC Sydney Radio 702 AM
- If you have access to the internet the ABC Emergency website is: abc.net.au/news/emergency

Your Support Network

It is also a good idea to identify the people who will be helping you if an emergency occurs. These are usually family, close friends and neighbours. Talk to these people and let them know that you might call on them in an emergency.

It is also a good idea to make an arrangement with someone where you can stay overnight if needed. If your family is a long way away, you will need to rely on others to assist you. This may be a family doctor or an organisation where you are receiving services.

It is important that you let these people know that you do not have family and friends close by and may be relying on information and support from them in times of emergency. Write the names of your support network and the contact

details down and keep them handy in a diary or address book.

Be Organised

Doing some planning and organising in advance will take the stress off and may be very helpful when the emergency is over. Getting your documentation/ paperwork together beforehand, and keeping it all together in one place where it can easily be picked up and taken with you – makes good sense. Some important documents you could keep together include:

- Passport
- Will, Power of Attorney documents & Enduring Guardianship documents
- Birth and marriage certificates
- Immigration documents
- Land titles and mortgage
- Insurance documents
- Prescriptions.

It is also a good idea to keep copies of these documents in a safe place other than your home – just in case you are not at home / or cannot get home when an emergency strikes.

Emergency Kit

You have heard of the idea of a hospital pack – a few items to have packed together in case you need to go into hospital for a few days. Having an Emergency Kit is a similar idea – packing a few essential items that could be of help during an emergency. Having a few things stored in a box or bag could save precious time and stress.

The Australian Red Cross suggests the following items could be useful.

- Small amount of dried, storable food – chocolate, biscuits, muesli bars
- Water
- Torch and batteries
- Mobile phone
- Device chargers (battery powered if possible)
- Radio (battery powered if possible)
- Medication and prescriptions
- First aid kit
- Pet essentials
- Cash – as ATMs may not be working

Although emergencies can be very stressful, preparing yourself in advance and steps to get organised where you can will help make you feel a little bit more in control of the situation. Friends and neighbours (and even sometimes perfect strangers) can be very good at stepping up – so don't be afraid to ask for support.



LUZ HCP worker profile

Luz has been working for our Home Care Packages since November 2019 but has a connection with the 4cs going back to 2010 when she participated in the Lakemba Workforce Renewal Program. Through this program Luz completed her Certificate III in Aged Services. This was life-changing for her and opened her eyes to the fact that she wanted to build a career in Community Services.

Originally from Colombia, and with a background in Business & Marketing and Sales – this was something of a revelation. "I realised that this was me and this was what I wanted to do with my life. The people running the course were so supportive and encouraged me to do further study. They told me I could do it!"

Now with a Diploma in Community Services, Luz enjoys her work with older people very much. She understands the importance of encouraging and supporting clients to continue to do as much as they can and has seen the impact of this approach on her clients.

Luz assists her HCP clients with a range of tasks including light domestic assistance, personal care and supporting them to eat well. She also provides social support and considers this the most important part of the service. "I always make sure I sit down with each client for five minutes and have a chat and a cuppa with them, ask them if everything is okay and if there is anything else they need."

When she is not working Luz is busy with her church and writing to and visiting prisoners in jail who have no family or outside support. She also plays piano and loves reading, painting and cooking.

Welcome to the team, Luz!



SOCIAL INCLUSION *Update*

Commonwealth Home Support Program (CHSP) Futures Conference - *You Ain't Seen Nothin' Yet!*

On Tuesday 10 March 2020 a team of 4cs clients, volunteers and staff from our Social Inclusion and Wellness program participated in a Conference highlighting the Commonwealth Home Support Program (CHSP) – that provides support services for people over 65.

The Conference was held at the NSW Teachers Federation Conference Centre in the city, with guest speakers including the Minister for Aged Care and Senior Australians, Senator the Hon Richard Colbeck, as well as the Hon Tanya Plibersek, Federal Member for Sydney, Shadow Minister for Education and Training. There is an article about the Conference in this newsletter.

When we were first asked to do a presentation at the Conference, it was agreed that a panel would be a more effective way of communicating our message, as it would provide a diversity of perspectives – from consumers, volunteers, staff and partners.

Our Panel consisted of Barb, Dorothy and Barb (representing

service consumers); Robert (a Social Inclusion and Garden Care volunteer); Megan (Social Group Facilitator); Gillian (Manager, Aged Services); and Beatriz (Founder and Creative Director, Salsa For Seniors). Although client Doreen was unable to join us, she was with us in spirit and had prepared a paper to be read out.

Our presentation was titled; "Stories of Connection" – as we focused on the importance of social interaction and connection to the community and how the services that 4cs provides through their Social Inclusion and Wellness program supports consumers to do this.

Presentations were from the heart, with our consumers saying how important the services that they received were to their quality of life – "one of the best things I have done in my older life." All agreed that being able to have a laugh was so good, to be able to be yourself and feel that you are among friends. "I always recommend anyone who is lonely or who wants to make new friends to come to the Centre – they would be made very welcome."

Robert talked about how much volunteering meant to him and how he saw first-hand the transformation of some of our consumers after they started attending the groups.

Despite the agreement that "What happens on Wednesday outings stays on Wednesday outings", Megan shared some insights into the good times that were had – the places visited, the food and the camaraderie. "Watching our clients connecting and building friendships with each other is priceless."

The approach of staff and volunteers was highlighted by Gillian as being a crucial factor in genuinely engaging with consumers – taking the time to get to know them, and building a relationship built on trust and respect.

The presentation ended on a high note with Beatriz from Salsa For Seniors. Beatriz has been working with 4cs and providing social salsa activities for 3 years. She said this was only possible because of our shared values, including a passion for supporting older people in being physically, mentally and socially active and engaged.

Beatriz took the whole audience through an activity she calls "Share the Love" – which involved singing along and moving in our seats to a popular Elvis Presley number!

We all enjoyed lunch together at the venue, before heading back to the Centre in our maxi taxi. It was an extremely uplifting and empowering exercise for all of us to be able to share our insights, experiences and thoughts with others at the Conference.



ENVIRONMENT@lakemba

Environment@Lakemba is a group of local residents keen to reduce littering and household dumping of goods in Lakemba and surrounds. Recently the group has been actively involved in working with Council to develop a Welcome Brochure for local residents, to let them know about Council's waste, recycling and household pick up services, as well as some basic information about other local services. The brochure will be trialed in Lakemba first and expanded to other suburbs across the LGA if successful.

It was great to learn that Council's Eyes on it Campaign was very successful in the reduction of household dumping with 39% less dumps in Lakemba between the 2nd and 3rd Campaigns. A whopping total of 6,686 household dumps were taped during the campaign across Canterbury Banksstown. A big warning to local residents not to dump!

If you would like to learn about other activities of Environment@Lakemba come to a meeting where we share a meal and plan activities. For more information call Kate on 9750 9344.

Next Environment@Lakemba Meeting

Date: Thursday 2nd July 2020 (to be confirmed)

Time: 5:30 pm – 7:00 pm

Venue: Canterbury City Community Centre, 130 Railway Pde, Lakemba

Environment@Lakemba members got together on Saturday 29th February at the Plaza next to Lakemba Train Station on The Boulevard, Lakemba to pick up litter from 10 am – 11.30 am. A slightly smaller but very enthusiastic bunch of helpers collected approximately 8 large bags of litter. Around the station it was definitely the cigarette butts and food wrappings that were the main litter culprits.



LAKEMBA COMMUNITY Garden

Community gardeners came together on a wet Saturday for the working bee and were busy cleaning up and taking care of the communal areas. Unfortunately, there continues to be an increase in theft of produce from the garden, with many gardeners upset at losing their cherished vegetables after growing them from seed and months of care. At the last working bee several gardeners produced some home made signs in a range of different languages to discourage people taking produce. Hopefully these will work.

With all the rain the garden is looking very lush and green. If you get a chance pop down and have a look. Ideal herbs to plant at the moment include; coriander, garlic bulbs, marjoram, oregano, parsley, thyme and winter tarragon, while fruits and vegetables include; plant broad beans, english spinach, green beans and peas.



WORKING BEES *during COVID-19*

With the current Health Emergency and social distancing regulations in place we have needed to suspend our regular working bees for the time being. Working Bees are a great time to work on common areas together, share ideas, seeds and company.

At the time of writing (31 March) Health Regulations allow for people to leave the house for essential activities including exercise. When outside your home you can't be in groups of more than two people and must maintain social distancing of 1.5 metres from other people.

We have received advice from the Local Area Command that gardening is considered exercise so our gardeners should still be able to maintain their plots and get some exercise. When you are at the Garden you should not gather in a group with more than one other person and you should be at least 1.5 metres away from that person.

Please be aware that these regulations may change and if they do we will be in touch by SMS.

Canterbury City Community Centre will waive all plot fees for current plot holders to the end of the year.

Working Bees will resume on the first Saturday of each month when it is safe to do so ... we'll be in touch! Keep gardening ... there is a lot of joy in nature at the moment.



GARDEN CARE *Update*

Our Garden Care program has been operating for nearly 20 years, providing a valuable service to older people in the Inner West Planning Region.

We were very pleased to receive the news recently that we will now be able to expand our program to provide Garden Care to clients in the former Bankstown LGA (which is part of the South West Planning Region), thanks to Growth Funding from the Federal Government (see CEO's article at front of newsletter).

This means we are now able to cover the amalgamated Canterbury-Bankstown City Council. This is an exciting new phase for our service!

Having a well-maintained garden is not just a matter of having an area looking attractive but is also a safety issue. Having pathways cleared, overhanging branches removed, and clipped lawns make the space easier to access and removes trip hazards – especially for clients with low mobility or vision.

The condition of a garden can also impact on a person's wellbeing. A garden that was once a source of great pleasure and pride can become a burden when it is impossible to care for it any longer.

Having a garden restored to a useable and enjoyable place once more will have a positive effect on a person's mental health.

Garden Care is funded under the Commonwealth Home Support Program (CHSP) with the aim of

assisting older people to remain living independently in their own homes. You will need to access Garden Care through the My Aged Care number of 1800 200 422 or www.myagedcare.gov.au and ask to be referred to Garden Care at Canterbury City Community Centre. The My Aged Care staff can also refer you to other services in the area and arrange an assessment if needed.

Eligible clients may receive the Easy Care gardening service, the Garden support service, and/or the lawn mowing service. If you are interested in volunteering with Garden Care please call for more information.

We will be recruiting new volunteers as we will need to expand our team as we expand our service. We will be holding Information Sessions later in the year in the Bankstown area – so watch this space!

Easy Care Gardening

Garden Care can provide an annual service to do weeding, light pruning and mulching. Garden Care staff will undertake both an assessment of the client needs and the requirements for the garden.

Every garden is unique and we work with the resident to develop a plan for the garden. The garden care plan is re-assessed and updated each visit or as needed.

Once the initial assessment is completed Garden Care staff will make an appointment to convert

the garden to low maintenance. Our teams work between 9 am and 12 noon with a small morning tea break. Each team comprises between 2 to 8 members. Garden Care supplies all tools, equipment and mulch.

The use of mulch is a fundamental part of the Easy Care gardening service. It helps prevent weed growth, holds in moisture, prevents soil erosion and adds nutrients to the soil. Before laying down the mulch and after weeding, layers of newspaper are placed on the garden bed.

We welcome the involvement of the resident on the gardening day – their company is appreciated. We also ask that if possible a basic morning tea /cold drink is provided for the volunteers as well as access to a toilet and hand washing facilities.

The cost of the Service per visit depends on the number of gardeners. For 1 - 2 people it costs \$ 20:00; 3 - 4 people \$ 40:00; 5 or more people \$ 60:00.

Garden Support Service - *Consumer Directed*

Garden Care can assist once a year with smaller one off jobs such as

- Front Yard Facelift - Cleaning Paths, cobwebs, windows and a general tidy up of the front yard
- Balcony care
- Trips to the Plant Nursery to buy gardening supplies (purchased with clients money)
- Kerbside Pick Up Preparation - We can move items to the front kerb ready for Council Collection
- Fertiliser Application
- Spraying for Pests - Organic Sprays for fruit trees, and roses, homemade remedies for common garden pests
- Vegie Support
- Additional Weed Spray - on top of the annual pre-spray prior to an easy care visit
- Planting, re-potting, dividing or re-arranging plants in the garden
- Lawn aeration or top dressing
- Pressure hosing of footpaths and driveways

The cost of this service is \$15 per hour for one staff member for a maximum of 3 hours. If you need a job done outside the above list, please ask us.

Lawn Mowing Service

Our Lawn Mowing Service is currently at capacity and not accepting new referrals.

Operated differently to the easy care gardening service, the lawn mowing service uses independent contractors plus Garden Care staff to mow the lawn up to 15 times each year at a reduced cost. As part of this service the front and rear yard will be mowed, edges will be cut, all lawn and edge clippings will be removed, and the paths will be swept/blown clear.

The Contractor will leave a receipt for the amount paid and will set the time of the next scheduled visit.

The cost varies depending on the size and slope of the block and if there are other issues such as difficult access. Our Contractors will provide Garden Care with a quote and we will talk with you about your contribution - generally 50% of the total due.

Updated Information - Due to the COVID 19 (Coronavirus) Emergency

We have had to make some recent changes to the service to adapt to the requirements around the evolving COVID 19 pandemic.

These changes are:

- We have suspended our Easy Care Gardening service for the current time to allow our volunteers to stay at home and to minimize the number of people working in the garden
- The Garden Support Service will continue to be delivered using only one or two of our Garden Care staff. We ask that clients

sit inside while the service is proceeding to minimize contact

- Our Lawn Mowing Service will continue as long as our Contractors keep working. Again we ask that clients stay inside and minimize contact with the contractors.
- 4cs have now opened a Square Account that allows us to take payments for Garden Care from a Credit or Debit card. This will reduce the amount of cash handling - this is particularly important at this time. We ask that ALL payments for the Garden Care Support Service at this time, are either made with your Credit or Debit card, using this system. Our GC staff will have the electronic device to facilitate this - or by putting the correct amount of money in an envelope. For all Lawn Mowing services, the exact money will need to be left in an envelope for the Contractor - no change can be given.
- Our staff has received information and training on hygiene and social distancing requirements associated with the COVID 19 pandemic, and will be complying with these requirements while providing services.

We apologise for any inconvenience these temporary changes might cause. They are done with the intention of minimizing contact with our clients to keep them safe and well. We appreciate the understanding of our clients at this time.

We hope that we all get through this as quickly and safely as possible and look forward to restoring our services in the not too distant future.



CHIN-YU *Student Placement*

We are lucky to have another student on placement with us, Chin-Yu is studying her Bachelor of Social Work at the University of NSW and will be working with us Monday to Thursday until the end of May. Since starting with us in January she has been working closely with the STARS team to prepare and organise a range of training sessions and the very successful CHSP Futures Conference held on the 10th March.

Chin-Yu has also been assisting Romana with Lakemba Ladies Lounge and the women in our Learn to Drive Program, with her excellent computer skills she has helped several of the women practice the Drivers Knowledge Test online.

Originally from Taiwan, Chin-Yu would like to work with people from diverse cultural and linguistic backgrounds to assist them settle in Australia. Previously studying a Bachelor of Arts, Chin-Yu decided to change to social work so that she can help others, particularly migrants and refugees with their settlement journey.



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- Living alone are above 65 years but not registered with My Aged Care (Telecross staff can register you with My Aged Care).
- Above 65 years and are a Carer to a family member living with you.
- You are less than 65 years but have health concerns or special needs.

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